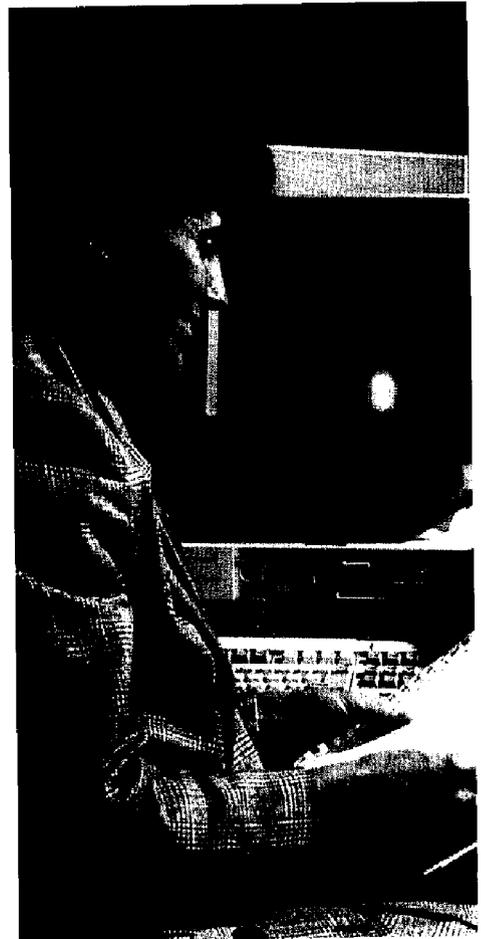
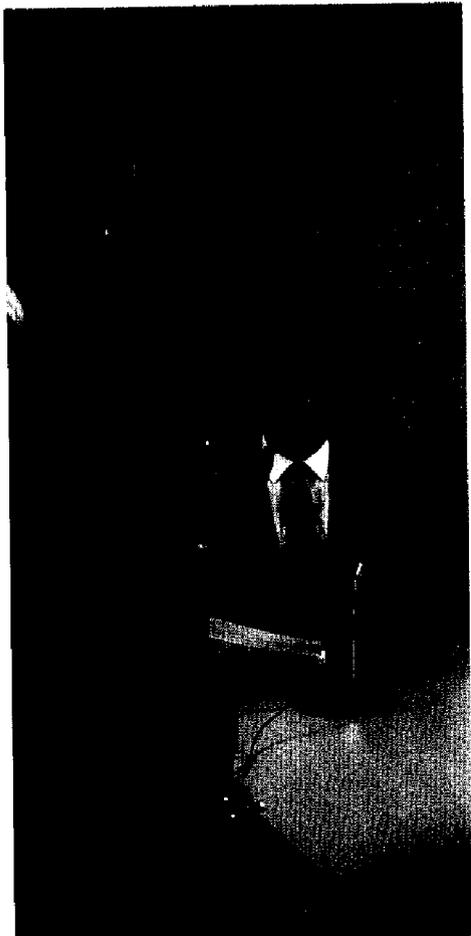


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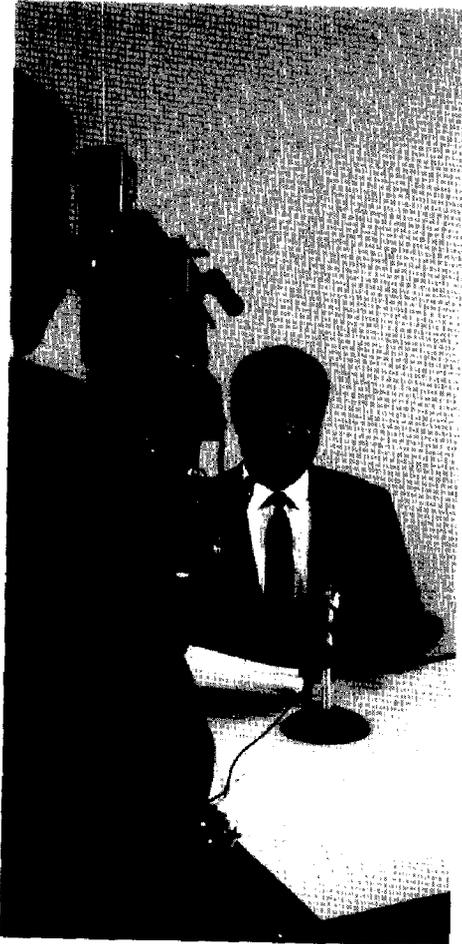
TRAINING AND EDUCATION CATALOG



UNITED STATES
GENERAL ACCOUNTING OFFICE
TRAINING INSTITUTE

GAO

TRAINING AND EDUCATION CATALOG



*“Learning:
Like rowing upstream;
not to advance
is to drop back.”*

Chinese proverb



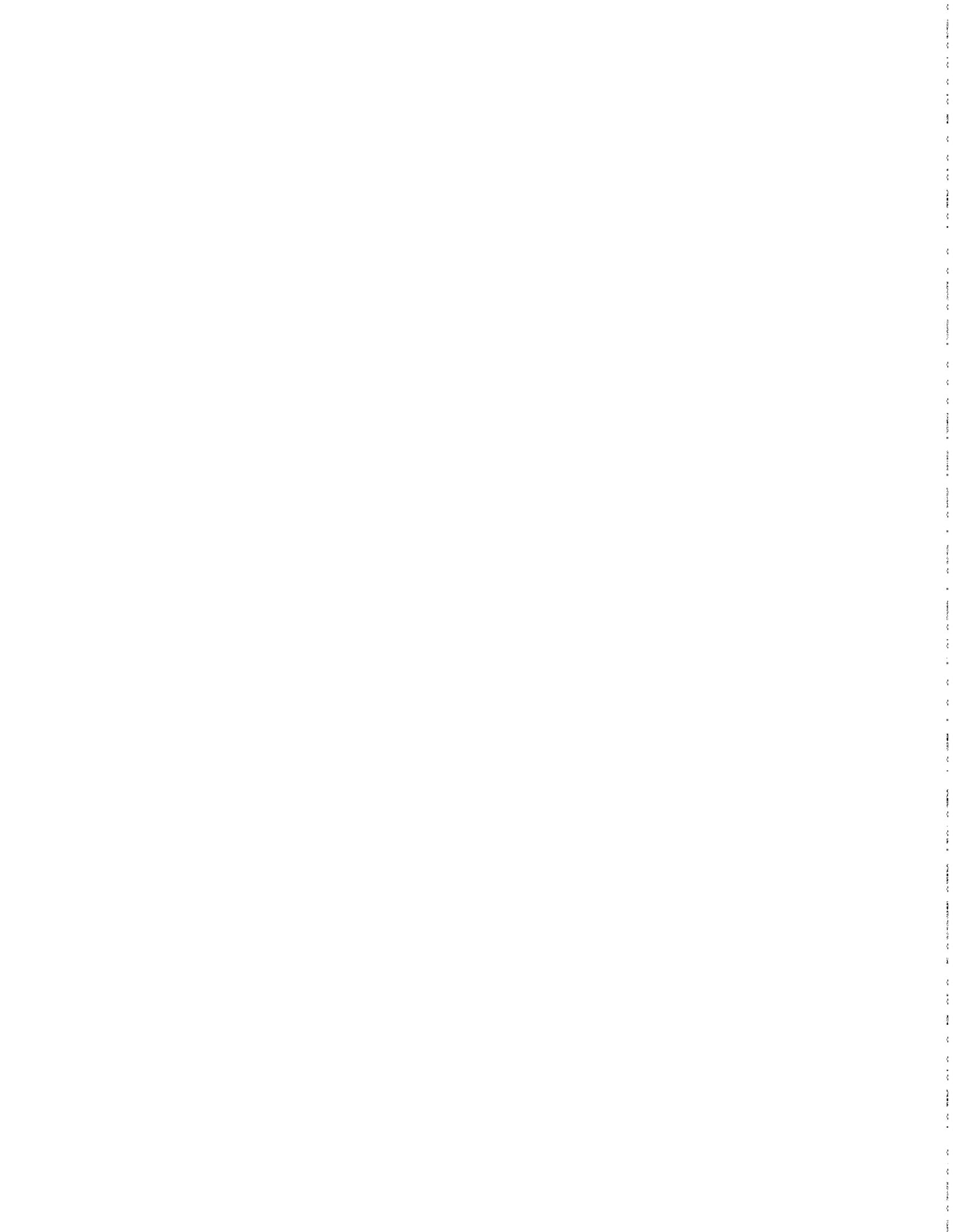
*“If a man empties his purse
into his head, no one can
take it away from him.
An investment in
knowledge always pays
the best interest.”*

Benjamin Franklin



*“If you believe that
the cost of training
is too expensive,
try ignorance.”*

Unknown



Message From the Comptroller General



Charles A. Bowsher

Over the past 2 years, we have substantially increased our outlays for training and education. The reason is simple: Investing in training is critical to our ability to meet Congress' increasingly complex information needs. Congress expects quality work from GAO and wants answers to tough questions as quickly as possible. Having a highly skilled work force is absolutely essential to GAO's success.

We also want GAO to be an exciting place for people to work — a place where employees continue to learn new skills. The broad scope of our work requires that staff be familiar with a wide range of methodologies and be able to work effectively in interdisciplinary teams. GAO evaluators, therefore, need to know the basics of many different disciplines — accounting, auditing, economics, program evaluation, policy analysis, and others.

Given the increasing volume of work, we are continually looking for ways to work “smarter,” to use computer technology and other technologies to improve our productivity. These new tools take time to learn to use effectively, but they can yield major benefits.

Training plays a crucial role in ensuring that these things happen. With the publication of GAO's *Training and Education Catalog*, we are providing a resource for you to use to structure an individualized training program. We expect all evaluators to complete the required courses in the new curriculum and to select wisely other appropriate courses. I encourage you to read the catalog carefully and to make the necessary commitment to your continuing education.

I also encourage many of you to contribute actively to GAO's training and education program by assisting in course development and by teaching. I consider the time I spend in the classroom with our new evaluators and newly promoted staff to be extremely valuable. Your time spent in the classroom is an investment in GAO's future and your own.

Message From the Director of the Training Institute



Terry E. Hedrick

GAO is strongly committed to supporting continuing professional education for all its employees. Last year, GAO employees received over one quarter of a million hours of training. Almost one thousand internal classes were delivered by the Training Institute at GAO headquarters and at the regional offices. Additional training was obtained outside GAO — from professional associations, other federal agencies, and colleges and universities.

In the 2 years since the establishment of the Training Institute, we have not only delivered a large number of courses, we have worked hard to develop new training programs for GAO employees. Initial efforts have involved revising the curriculum for GAO evaluators and developing new curricula for attorneys and administrative staff. Major efforts also have been devoted to supporting issue area training in the financial management and information management areas. Finally, to support the introduction of new technologies to GAO, our computer applications courses have been expanded to include electronic mail (E-mail) and Local Area Network (LAN) training. Almost every new initiative GAO undertakes — new management assignment tracking systems, pay-for-performance, introduction of new software — requires training to support its implementation.

GAO's *Training and Education Catalog* provides detailed information on the training resources currently or soon to be available for GAO staff. The new evaluator curriculum is featured, with structured training programs outlined for staff, senior, management, and executive levels. As you review the curriculum, you may note that the stress on technical skills has greatly increased. New emphasis is placed on design, methods, data analysis, and computer skills. As always, oral and written communication courses receive major emphasis.

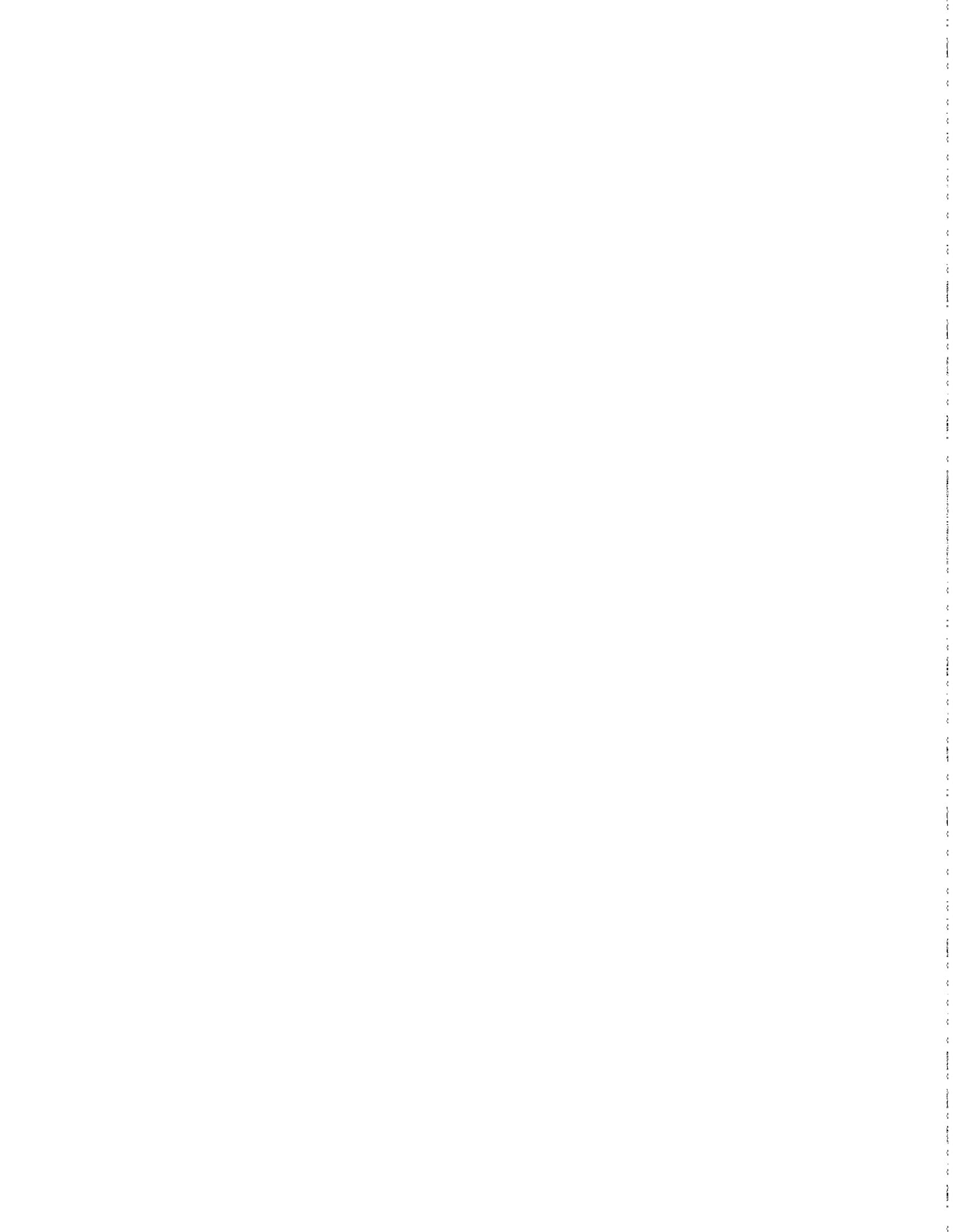
The catalog also features a new curriculum for GAO attorneys, intended to provide opportunities for the Office of General Counsel (OGC) staff to become more familiar with the varied work of the office. And initial training guidance is provided for GAO administrative staff. Curriculum development work is still under way for this group of employees, encompassing professions as diverse as secretary, administrative officer, and budget analyst. We will continue work on this curriculum over the next few months, publishing more detailed guidance as it becomes available.

Many individuals and units have contributed to the Institute's curriculum development work through serving on curriculum advisory groups or on course development teams, instructing courses, and identifying useful external educational resources. We welcome all contributions. The quality of our training programs is a direct function of your willingness to participate.

Contents

	Page
I. GAO's Training Philosophy	3
II. Overview of the Training Institute	5
III. Resources for Training and Education	9
Internal Training Through the Institute	9
• Classroom Instruction	9
• Speakers Programs	10
• Educational Resources Unit	10
Internal Training Through Other GAO Divisions and Offices	11
• Unit-Based Training	11
• Office of Counseling and Career Development	11
External Training	11
• Centrally Funded Opportunities	12
• Information Systems Certificate Program	12
IV. How To Use the Catalog To Plan Your Training Activities	17
V. Evaluator Curriculum	19
Staff Level Curriculum Matrix	22
Senior Level Curriculum Matrix	24
Management Level Curriculum Matrix	27
SES Curriculum Matrix	29
Issue Area Courses Matrix	30

VI. Attorney Curriculum	31
Attorney Curriculum Matrix	32
VII. Administrative Staff Curriculum	33
Administrative Staff Curriculum Matrix	34
VIII. Computer Applications Courses	36
Computer Applications Courses Matrix	37
IX. Other Training Courses	39
Other Training Courses Matrix	40
<hr/>	
X. Training Administration	43
Registration Procedures	43
Cancellation Procedures	43
Provisions for Employees with Disabilities	44
Adverse Weather Policy	44
Hours of Operation and Telephone Numbers	45
Training Orders	45
<hr/>	
XI. Course Descriptions	49
<hr/>	
XII. Index	123



I. GAO's Training Philosophy

II. Overview of the Training Institute



Institute Faculty (l to r):
Andrew Kulanko, Susan Irving,
Erwin Bedarf, Kenneth Hunter,
and Sam Madonia



Curriculum Managers (l to r):
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Klein, Judith Glenn, Sue Snyder,
Lynn Ernst



Operations Managers (l to r):
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Slomba, Anthony Jasper, Robert
Wanschura, Susan Taylor,
Patricia Logan



Training Associates (l to r):
Galen Goss, Michael Jarvis,
Chuck Zlamal, Carole Buncher,
Lou Fernheimer, Jan Bogus

I. GAO's Training Philosophy

Training and education activities are essential to GAO's ability to carry out its mission. GAO's primary responsibility is to support the Congress by providing audit, evaluation, and legal services that are objective, accurate, thorough, and timely. The work GAO performs in this role has greatly increased in volume and broadened in scope over the past several decades. Last year, GAO published 975 reports, delivered 306 testimonies before congressional committees, and issued more than 3,500 legal decisions and opinions. Recent work addressed topics as diverse as the savings and loan crisis and crack babies. Assignment teams have become increasingly interdisciplinary, enabling GAO to bring the right mix of skills and ideas to bear on complex and tough national issues. These changes — along with the rapid changes of technology in the workplace — have presented special challenges to GAO.

To meet these challenges, GAO has substantially increased its investment in training. The Comptroller General established GAO's Training Institute in May 1988. As GAO's central training authority, the Training Institute is charged with coordinating, developing, and executing an agencywide strategic plan for the continuous training and education of GAO employees. **GAO believes that a strong program of ongoing professional education is essential to maintaining and advancing staff proficiency and, therefore, is critical to organizational success.** Continuing education must be a way of life for all of today's workers. For GAO evaluators, continuing education is, in fact, required. All evaluators and evaluator-related staff must meet an 80-credit continuing professional education requirement every two years in order to remain qualified to conduct GAO's audit/evaluation work.

Individual employees, their supervisors, and unit managers share the responsibility for identifying training needs and making arrangements to obtain appropriate training. The Institute offers a broad range of courses that help employees expand their knowledge and skill base to effectively conduct GAO's work.

Working closely with GAO managers and staff, the Training Institute has developed a comprehensive curriculum for GAO evaluators and evaluator-related staff. Work is also well under way to complete curricula for GAO attorneys and administrative staff. The Institute's curriculum development efforts are designed to meet the training needs of all major groups of GAO employees. Efforts are made to meet the needs of specialists through external training and special speakers series and workshops. Training must be a dynamic process in order to be responsive to GAO's continually changing needs. Therefore, curriculum development is likely to be an on-going process.

II. Overview of the Training Institute

GAO staff received 266,730 hours of training in 1989, much of it delivered by the Training Institute. The Institute offers approximately one thousand classes per year for GAO employees, including evaluators, evaluator-related staff, attorneys, and administrative staff. About three fourths of the classes are held at GAO headquarters; one fourth are conducted at GAO's regional offices.

The Institute works closely with GAO units to identify training and education needs and develop appropriate courses. GAO senior managers, Training Institute faculty and associates, and curriculum development and delivery branch staff work collaboratively to plan, develop, and deliver individual courses.

The Institute's operations staff support training delivery by maintaining an on-line computerized registration and attendance information system, evaluating training programs, producing and distributing training materials, and providing reception services and information for training participants.

Terry E. Hedrick, *Director*

Anne Calvin Klein, *Deputy Director for Curriculum Development*

Thomas E. Slomba, *Deputy Director for Operations*

Don O'Sullivan, *Special Assistant for Administration*

Rosalind Cowie, *Special Assistant for Policy and Liaison*

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Erwin W. Bedarf, *Assignment Design and Data Collection*

Andrew F. Kulanko, *Auditing and Communications*

Sam A. Madonia, *Auditing Policies and Procedures*

Susan J. Irving, *Policy Analysis and Public Management*

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H. Sue Snyder, *Management Level Evaluator and Executive Training*

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Operations Unit Managers

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Adele S. Suchinsky, *Educational Resources Unit*

Robert G. Wanschura, *Evaluation and Examination Unit*

Anthony L. Jasper, *Publications Unit*

Patricia L. Logan, *Registrar's Office*

Training Institute Advisory Committee

Edward W. Bales, Chair

Director of Education — External Systems

Motorola Training

Dr. Robert Boruch

Professor of Education

University of Pennsylvania

Dr. Astrid Merget

Acting Dean, College of Business

Ohio State University

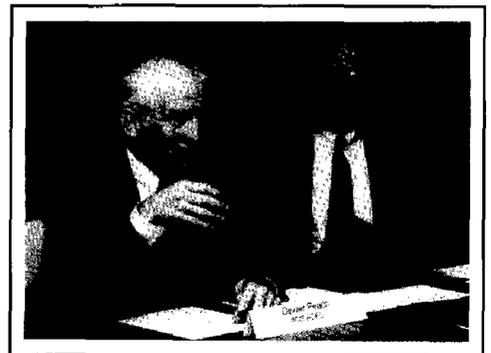
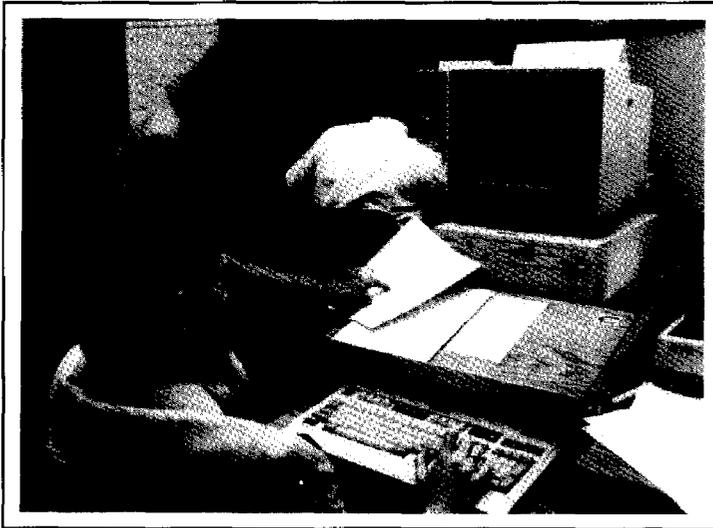
W. Lee Noel

Former Associate Dean for Business Affairs

Duke University



III. Resources for Training and Education



III. Resources for Training and Education

Training and education opportunities for GAO employees are available through GAO's central training program, managed by the Institute; through programs managed in each GAO division and office; through the Office of Counseling and Career Development (OCCD); and through external training.

Internal Training Through the Institute

The Institute's program of internal courses includes both traditional classroom instruction and self-paced individualized training. Both types of courses are described in the curricula and course listings contained in this catalog.

Classroom instruction is conducted at GAO's Training Center (classroom facilities are located on the seventh floor of GAO headquarters), at the Management Development Center (located in Room 7136, 450 5th Street NW), and at the third floor headquarters and the Union Center Plaza (941 North Capitol Street NE) computer classrooms. Classes are also conducted at GAO's regional offices.

The Training Center is equipped with computers, interactive video, television monitors, video cameras, electronic bulletin boards, and other state-of-the-art technology. The facility's six classrooms can accommodate small, medium, and large groups of up to one hundred persons. (Smaller rooms are available for small group work and for videotaping.) The Management Development Center facility is equipped with computers, video cameras and monitors, and electronic bulletin boards. GAO's third floor headquarters space and North Capitol Street facility provide a total of three classrooms for computer training.

Classroom Instruction

Internal courses are taught by Institute faculty and staff, senior executives and managers, technical specialists, and experienced senior evaluators, as well as subject matter experts from academia and the private sector. Classroom instruction methods typically include lecture, discussion, case study, video, and small group work. Participants frequently hear from panels of GAO experts and guest speakers.

Speakers Programs

In addition to classroom instruction, the Institute works with the Executive Resources Board and the divisions and offices to provide GAO staff with topical information through guest speaker programs. GAO's Executive Speakers Series provides GAO managers and executives with opportunities to interact with nationally known experts on topics of current interest. GAO's Technical Methods Speakers Series provides GAO staff with opportunities to interact with experts from GAO, other government offices, professional organizations, and academia on new developments in evaluation, economics, research methods, policy analysis, and other areas.

Educational Resources Unit

The Training Institute's Educational Resources Unit provides a variety of self-paced courses through the Learning Center and Distributed Training Services. Self-paced courses offered through the Educational Resources Unit are included in various curricula as an integral part of GAO's training program. Course descriptions clearly identify those courses that are self-paced.

The Learning Center, located in the Training Center on the seventh floor of GAO headquarters, offers a number of self-paced courses that use the latest training technologies. Because courses offered in the Center require specific computer hardware or are subject to license restrictions, they must be taken at the Center. They are not available for loan.

Through Distributed Training Services, self-paced courses are mailed to employees and can be completed at the work site or another location. However, some of these courses require access to a standard GAO microcomputer workstation or compatible equipment. Registration for all self-paced courses is arranged through each unit's training coordinator.

Internal Training Through Other GAO Divisions and Offices

Unit-Based Training

GAO divisions and offices sometimes sponsor training courses and seminars to meet training needs outside the general curriculum areas, especially on issue area topics. The Institute provides support, as requested, including the provision of instructor training for new instructors.

Office of Counseling and Career Development

The Office of Counseling and Career Development (OCCD) offers workshops and seminars on career development, wellness, communication, stress management, and other life management topics. Regional offices and audit sites may request on-site OCCD workshops and seminars. OCCD's staff of professionally trained psychologists, counselors, and career development specialists, as well as outside consultants, conduct these workshops.

OCCD also offers monthly noontime seminars (which are announced in GAO's *Management News*) on various topics at GAO headquarters.

External Training

Approximately one third of the continuing professional education credits earned by GAO evaluators are obtained from outside sources — professional conferences, other federal agencies, colleges and universities, and private firms. These resources are often used to meet specialized needs for technical or issue area training. Individual GAO divisions and offices manage external training accounts and coordinate staff requests for external training funds.

Centrally Funded Opportunities

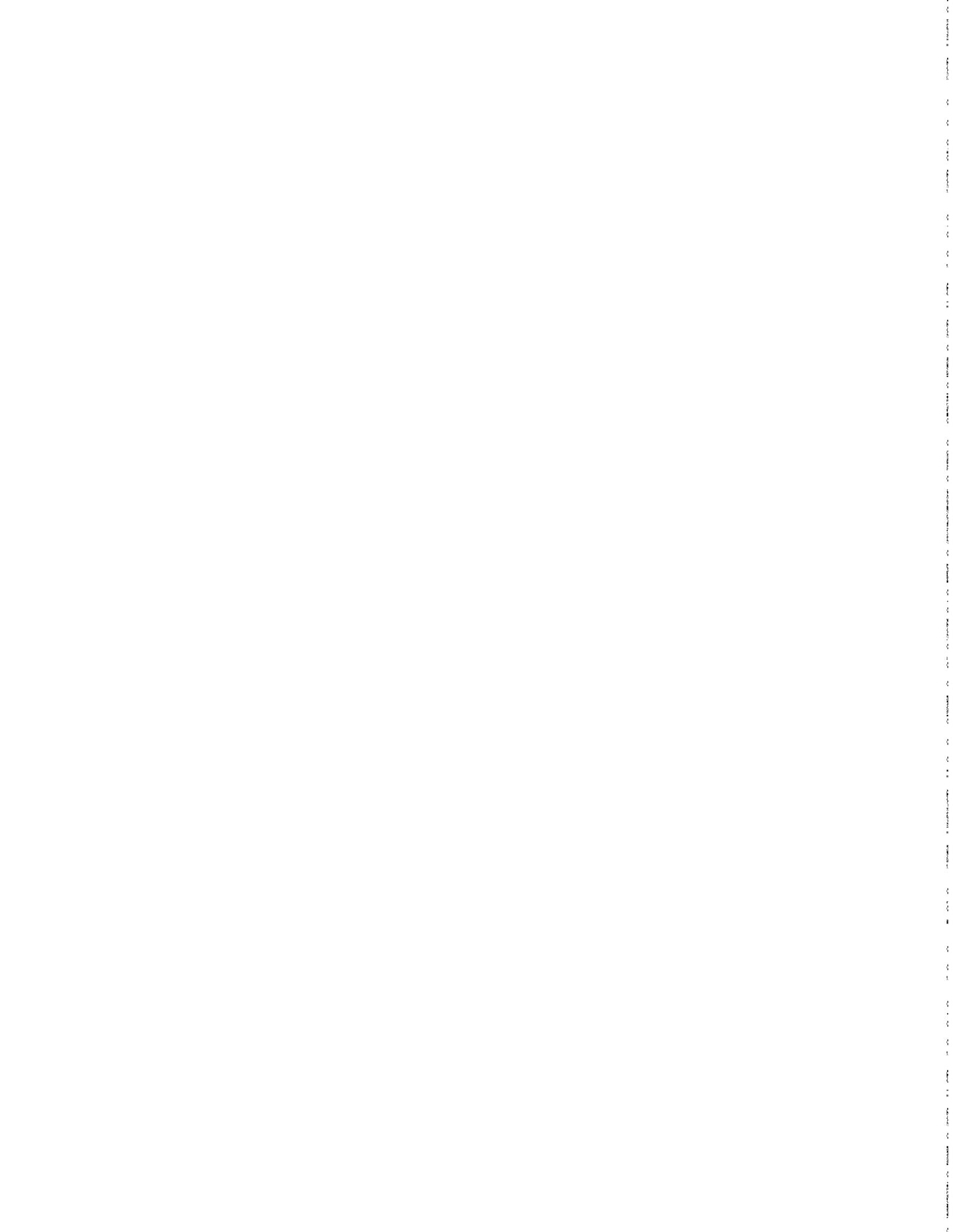
For training needs beyond the resources of individual units, the Institute administers a centrally funded program to support more intensive opportunities for management and executive development. This program provides funding for a limited number of significant training opportunities. Programs may be of a technical, managerial, or issue area nature. Past programs for executives have included The Brookings Institution's "Public Policy Seminars," the Federal Executive Institute's 4-week program entitled "Leadership for a Democratic Society," Harvard University's "Program for Senior Executives in National and International Security," and MIT's "Seminar XXI: Foreign Politics and the National Interest." Senior level and management level staff offerings have included 2-week Office of Personnel Management (OPM) seminars on public policy issues and management development, and general management courses through the Center for Creative Leadership and the American Management Association. In general, programs lasting 2 weeks or longer or incurring major costs are funded centrally. Certain programs require approval by the Executive Resources Board.

Information Systems Certificate Program

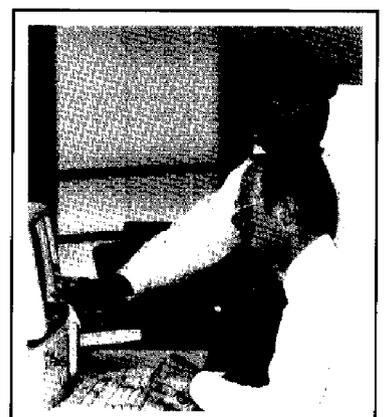
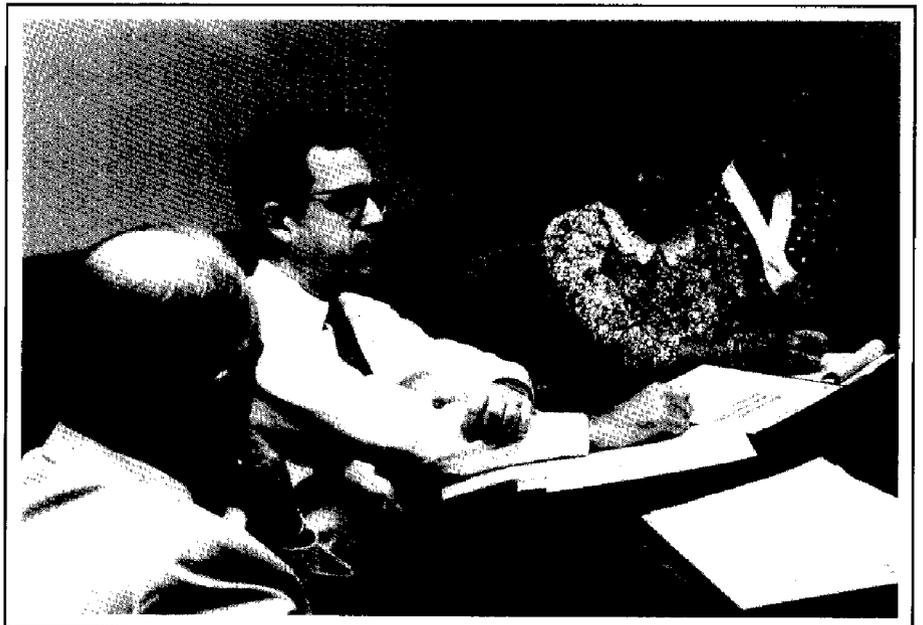
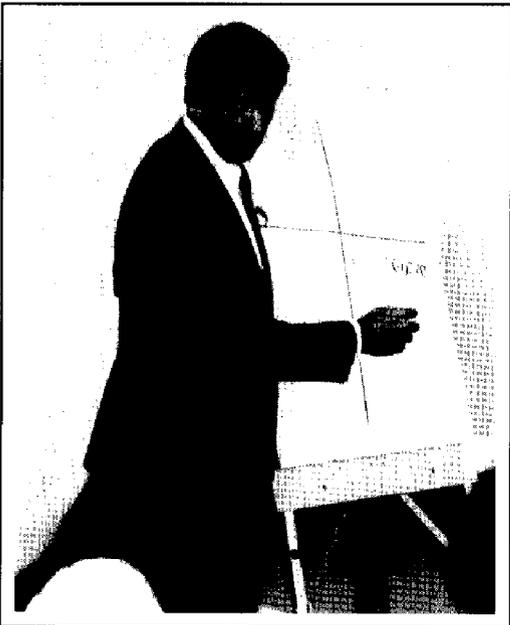
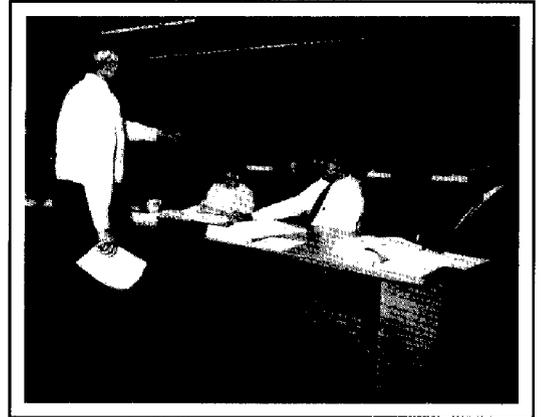
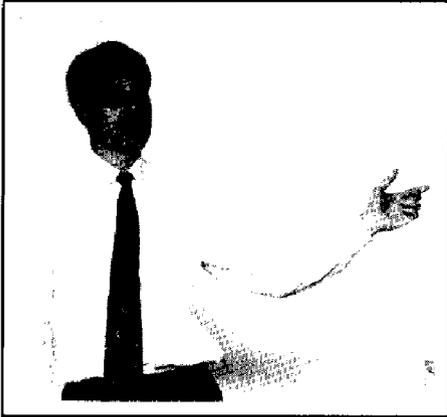
Recognizing the special training needs of GAO staff who review highly technical computer and communications systems, GAO has arranged with The George Washington University (GWU) to offer a program of training leading to a graduate-level certificate in information management science.

The program is designed to provide Information Management and Technology Division (IMTEC) staff with the technical knowledge needed to conduct reviews in the complex and rapidly changing field of information technology. While the program is designed specifically to meet the needs of IMTEC staff, the courses are also open to other GAO employees working in a technical environment.

The certificate program consists of six courses — five core courses and one elective. The five core courses — Principles of Management Information Systems, Data Base Management and Operating Systems, Principles of Information Resources Management, Information Security and Policy, and Data Communications and Networking — are required. This is an external training program, and tuition assistance may be available through divisions and offices. The courses are offered at GAO's Training Center after work hours during the week and at GWU's Crystal City Education Center in Arlington, Virginia, at various times. Information regarding the certificate program and registration procedures is provided in *Management News* at the start of each semester.



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- IV. How To Use the Catalog
To Plan Your Training Activities**
 - V. Evaluator Curriculum**
 - VI. Attorney Curriculum**
 - VII. Administrative Staff Curriculum**
 - VIII. Computer Applications Courses**
 - IX. Other Training Courses**



IV. How To Use the Catalog To Plan Your Training Activities

The catalog is intended to assist GAO employees in identifying required and appropriate internal courses. Training guidance is provided in five separate sections of the catalog:

Evaluator Curriculum (section V),
Attorney Curriculum (section VI),
Administrative Staff Curriculum (section VII),
Computer Applications Courses (section VIII), and
Other Training Courses (section IX).

Each section contains a matrix which lists the courses relevant to that section. The matrices also note the status of each course, indicating whether the course is currently available, will be available as of a projected date, or is scheduled on request or as needed. The evaluator curriculum matrix delineates the courses suitable for each evaluator career level (staff, senior, management, and executive) and also designates courses as required, core, or elective for each level. Separate issue area course listings are provided for financial management and information management issue areas.

In developing your training plan, review the material in the relevant curriculum (evaluator, attorney, or administrative staff) to identify those courses that would potentially meet your training needs. All employees should also review the complete listings of computer applications courses and other non-curriculum courses. Your training plan should be developed by talking with your supervisor and considering

- your current and future job requirements,
- your prior training and education, and
- your prior work experience.

Descriptions of individual courses are listed alphabetically by course title in section XI. Each description provides information about course content, who should enroll, prerequisites, instruction methods, length, and availability (status). Continuing Professional Education (CPE) credit information is also provided.

GAO evaluators should pay special attention to the CPE information in order to ensure that they comply with the 80-credit CPE requirement specified in the 1988 revision of *Government Auditing Standards: Standards for Audit of Governmental Organizations, Programs, Activities, and Functions* (see GAO Order 2410.2, January 13, 1989). All evaluators and evaluator-related staff, as well as managers of audit/evaluation work, must complete a minimum of 80 credits of professional training or development during each 2-year period; 24 of these credits must be government related.

V. Evaluator Curriculum

In spring 1989, the Institute began working with a management curriculum advisory group to develop a revised curriculum for GAO evaluator and evaluator-related staff.

Evaluator Curriculum Advisory Committee

Victor Ell, *Acting Regional Manager, LARO*

Johnny C. Finch, *Director of Planning and Reporting, GGD*

Arthur R. Goldbeck, *Director of Operations, NSIAD*

Werner Grosshans, *Assistant Comptroller General for Policy*

Nancy R. Kingsbury, *Director, Air Force Issues, NSIAD*

Ronald F. Lauve, *Director of Operations, IMTEC*

John H. Luke, *Regional Manager, DTRO*

John M. Ols, Jr., *Director, Housing and Community Development Issues, RCED*

William M. Solis, *Assistant Director for Human Resource Management, AFMD*

Lawrence H. Thompson, *Assistant Comptroller General, Human Resources Programs*

Carl E. Wisler, *former Director of Planning and Reporting, PEMD*

The resulting curriculum places heavy emphasis on three training areas: technical methods skills (including design and data analysis), oral and written communication, and computer applications.

The curriculum's design allows for both structure and flexibility — required courses provide structure, and core and elective courses offer flexibility. Required courses, to be taken by all evaluators, ensure that evaluators are adequately informed of agency policies and procedures and that a common vocabulary is operational across the many disciplines represented in GAO. A menu of core and elective courses allows evaluators to gain new skills and knowledge not previously obtained through formal training or work experience. This feature permits evaluators to design personal training programs but also ensures that they are kept informed of new methods and terms from other disciplines.

Listings of courses, classroom and self-paced, for all career levels are provided in the matrices at the end of this section. Courses are organized by training category (transition, technical, management, and issue area) and are generally listed in the order in which they should be taken.

- Transition training orients newly hired evaluators or prepares newly promoted evaluators to assume new responsibilities. Examples are Introductory Evaluator Training and the Senior Level Promotion Program.
- Technical training provides instruction in audit and evaluation methods, data analysis, oral and written communication, computer applications, and the policies and procedures necessary to perform GAO's work.
- Management training provides instruction in general management skills and specific GAO guidance for managing tasks, staff, and assignments. At the upper career levels, management training also stresses leadership skills and external relations.
- Issue area training provides courses in specific subjects relevant to GAO's issue areas. (Although the Institute provides internal support to meet training needs in the financial management and information management issue areas, training needs in other issue areas are usually met through external training.)

Within each category of training, courses for evaluators are designated as required, core, or elective.

- Required courses provide evaluators with knowledge and skills fundamental to performing GAO work effectively, cover issues and approaches unique to GAO and unattainable elsewhere, and present pressing subject matter which evaluators are to receive in a fixed period of time. All evaluator and evaluator-related staff must complete all required courses.

- Core courses also provide evaluators with the knowledge and skills critical to performing GAO work effectively, but it is recognized that such knowledge and skills may have been acquired elsewhere. Thus, a program evaluation specialist *would not* be expected to complete Program Evaluation but *would* be expected to complete Compliance Auditing.
- Elective courses, while important, are not necessarily appropriate for all evaluators. Individual experiences, assignments, and interests will help evaluators determine which elective courses to enroll in. Supervisors are expected to recommend appropriate electives as part of the employee feedback and counseling process.

Note: Each career-level curriculum matrix contains only the computer applications courses most relevant to that career level. (For a complete listing of computer and computer-related courses open to all GAO employees, refer to the Computer Applications Courses matrix in section VIII.) For GAO evaluators working in the financial management or information management issue areas, a listing of internal courses to support the work in each of these areas is provided in the Issue Area Courses matrix in this section.

A chart of the complete evaluator curriculum — from the staff level through the executive level — is provided in the back pocket of the catalog. The chart displays the building block nature of the evaluator courses. Technical courses are emphasized heavily at staff and senior levels; supervision and management courses become more prominent at higher levels; and at the executive level, it is assumed that much of the continuing education will be obtained from external training sources.

Staff Level Evaluator Curriculum

Category	Course	Type	Status
Transition	Introductory Evaluator Training (IET)	R	✓
Technical	Standards and Policies		
	Update on Government Auditing Standards: Performance Auditing Emphasis (GAS)	R	✓
	Practical Internal Control Studies (PICS)	R	✓
	Evidence: Issues and Applications (EVID)	R	✓
	Referencing GAO Products (REGP)	R	Projected for spring '91
	Assignment Planning and Execution		
	• Design and Methods		
	Approach and Methodology Selection Workshop (AMS)	R	✓
	Compliance Auditing (CA)	C	Projected for spring '91
	Economy and Efficiency Reviews (EER)	C	Projected for summer '91
	Program Evaluation (PE)	C	Projected for spring '91
	Policy Analysis (PA)	C	Projected for winter '90
	Questionnaires and Structured Interviews (QSIE)	C	✓
	Qualitative Methods (QM)	E	Projected for fall '91
	Introduction to Procurement and Contracts (IPC)	E	✓
	Budgeting in Review (BIRE)	E	✓
	Introduction to Federal Financial Management (IFFM)	E	✓
	• Data Collection		
	Preparing Workpapers (ZPWP)	R	✓
	Data Collection Methods and Sources (DCS)	C	Projected for spring '92
	Advanced Interviewing (AI)	C	Projected for spring '92
	• Analysis		
	Statistics for Evaluators (STAT)	C	✓
	Applied Statistics Introduction (ASC)	C	✓
	Applied Statistics Refresher (ASR)	C	✓
	Basic Statistics (BST) <i>may be substituted for (ASC) or (ASR)</i>	C	Projected for summer '91
	Multivariate Analysis (MAN)	E	Scheduled as needed
	Categorical Data Analysis (CDAN)	E	Scheduled as needed
	Categorical Data Analysis Using Log-Linear Models (CALL)	E	Scheduled as needed
	Time Series Analysis (TSA)	E	Scheduled as needed
	Causal Modeling (CM)	E	Scheduled as needed
	Communication		
	• Oral		
Preparing Effective Presentations (PEP)	C	✓	

R Required ✓ Available
 C Core
 E Elective
 S Special

Staff Level Evaluator Curriculum

Category	Course	Type	Status	
Technical (continued)	Running Effective Meetings (REM)	E	✓	
	• Written			
	Intermediate Writing Workshop (IWW)	C	✓	
	Producing Organized Writing and Effective Reviewing (POWR)	R	✓	
	Graphics Workshop (GRAF)	C	✓	
	Writing Seminar (WS)	E	✓	
	Strategies for Overcoming Writer's Block (OWB)	E	✓	
	Computer Use			
	Computer Keyboarding Skills (CKS)	C	✓	
	Microcomputers Introduction (BDOS)	C	✓	
	Using Personal Computers (KUPC) <i>may be substituted for (BDOS)</i>	C	✓	
	WordPerfect Introduction (BEWP)	C	✓	
	WordPerfect 5.1 Fast Start Plus Basic (ZWPB) <i>may be substituted for (BEWP)</i>	C	✓	
	Lotus 1-2-3 Introduction (BL)	C	✓	
	Lotus 1-2-3 Fast Start Plus Basic (ZLTB) <i>may be substituted for (BL)</i>	C	✓	
	Spreadsheet Quality Assurance (SSQA)	C	✓	
	dBASE III PLUS Introduction (BDB3)	E	✓	
	dBASE III PLUS (KDB3) <i>may be substituted for (BDB3)</i>	E	✓	
	Crosstalk XVI Introduction (BXTK)	E	✓	
	Local Area Network Overview (LANO)	E	✓	
	Computer Communication and Connectivity (KLAN)/(ZLAN)	E	✓	
	SAS on the Mainframe (SAS)	E	✓	
	SAS on the Personal Computer (SAPC)	E	✓	
	Statistical Package for the Social Sciences (SPSS)	E	✓	
	Additional elective Computer Applications courses, see pages 37-38.			
	Management	Managing Staff and Workplace Relations		
		Workplace Relations and Communication (WRC)	C	Projected for spring '91
Issue Area	Financial Management courses, see page 30.			
	Information Management courses, see page 30.			
	Other Issue Area training provided through external or unit-based programs.			

R Required ✓ Available
 C Core
 E Elective
 S Special

Senior Level Evaluator Curriculum

Category	Course	Type	Status
Transition	Senior Level Promotion Program (B2P)	R	✓
	Senior Orientation Seminar (SOS) <i>for new hires only</i>	R	✓
Technical	Standards and Policies		
	Practical Internal Control Studies (PICS)	R	✓
	Evidence: Issues and Applications (EVID)	R	✓
	Referencing GAO Products (REGP)	R	Projected for spring '91
	Fraud Awareness (FRAU)	E	Projected for spring '91
	Ethics in the Federal Government (EFG)	E	✓ on request
	Assignment Planning and Execution		
	• Design and Methods		
	Approach and Methodology Selection Workshop (AMS)	R	✓
	Compliance Auditing (CA)	C	Projected for spring '91
	Economy and Efficiency Reviews (EER)	C	Projected for summer '91
	Program Evaluation (PE)	C	Projected for spring '91
	Policy Analysis (PA)	C	Projected for winter '90
	Questionnaires and Structured Interviews (QSIE)	C	✓
	Qualitative Methods (QM)	E	Projected for fall '91
	Introduction to Procurement and Contracts (IPC)	E	✓
	Budgeting in Review (BIRE)	E	✓
	Introduction to Federal Financial Management (IFFM)	E	✓
	• Data Collection		
	Data Collection Methods and Sources (DCS)	C	Projected for spring '92
	Advanced Interviewing (AI)	C	Projected for spring '92
	• Analysis		
	Statistics for Evaluators (STAT)	C	✓
	Applied Statistics Introduction (ASC)	C	✓
	Applied Statistics Refresher (ASR)	C	✓
	Basic Statistics (BST) <i>may be substituted for (ASC) or (ASR)</i>	C	Projected for summer '91
	Multivariate Analysis (MAN)	E	Scheduled as needed
	Categorical Data Analysis (CDAN)	E	Scheduled as needed
	Categorical Data Analysis Using Log-Linear Models (CALL)	E	Scheduled as needed
	Time Series Analysis (TSA)	E	Scheduled as needed
	Causal Modeling (CM)	E	Scheduled as needed
	Communication		
	• Oral		
Running Effective Meetings (REM)	E	✓	

R Required ✓ Available
 C Core
 E Elective
 S Special

Senior Level Evaluator Curriculum

Category	Course	Type	Status	
Technical (continued)	Preparing Effective Presentations Refresher (PEPR)	E	✓	
	Advanced Presentation Techniques (APT)	E	Projected for summer '91	
	New Instructor Training (ITN)	S	✓	
	Instructor Training Advanced (ITA)	S	✓	
	• Written			
	Report Writing and Message Development (RWMD)	R	✓	
	Report Review (RR)	R	✓	
	Executive Summary Workshop (ESW)	C	Projected for spring '91	
	Graphics Workshop (GRAF)	C	✓	
	Writing Seminar (WS)	E	✓	
	Strategies for Overcoming Writer's Block (OWB)	E	✓	
	Writing Testimony (WT)	E	✓	
	Computer Use			
	Computer Keyboarding Skills (CKS)	C	✓	
	Microcomputers Introduction (BDOS)	C	✓	
	Using Personal Computers (KUPC) <i>may be substituted for (BDOS)</i>	C	✓	
	WordPerfect Introduction (BEWP)	C	✓	
	WordPerfect 5.1 Fast Start Plus Basic (ZWPB) <i>may be substituted for (BEWP)</i>	C	✓	
	Lotus 1-2-3 Introduction (BL)	C	✓	
	Lotus 1-2-3 Fast Start Plus Basic (ZLTB) <i>may be substituted for (BL)</i>	C	✓	
	Spreadsheet Quality Assurance (SSQA)	C	✓	
	dBASE III PLUS Introduction (BDB3)	E	✓	
	dBASE III PLUS (KDB3) <i>may be substituted for (BDB3)</i>	E	✓	
	Crosstalk XVI Introduction (BXTK)	E	✓	
	Local Area Network Overview (LANO)	E	✓	
	Computer Communication and Connectivity (KLAN)/(ZLAN)	E	✓	
	SAS on the Mainframe (SAS)	E	✓	
	SAS on the Personal Computer (SAPC)	E	✓	
	Statistical Package for the Social Sciences (SPSS)	E	✓	
	Additional elective Computer Applications courses, see pages 37-38.			
	Management	Assignment and Issue Area Management		
		Assignment Management (AM)	R	✓
		Issue Area Management (IAM)	E	Projected for spring '91
Time Management (TM)		E	✓	

R Required ✓ Available
 C Core
 E Elective
 S Special

Senior Level Evaluator Curriculum

Category	Course	Type	Status
Management (continued)	Managing Staff and Workplace Relations		
	New Supervisors Seminar (NSS)	R	Projected for winter '90
	Preventing Sexual Harassment (SHW)	R	✓
	Management Briefing: EEO Responsibilities (EEO)	R	✓
	Managerial Leadership (ML)	E	✓ until fall '91
	Managerial Decisionmaking (MD)	E	✓ until fall '91
	Workshop Series <i>choose a minimum of 3 courses</i>	R	
	Situational Leadership (KSIT)		✓
	Problem Solving and Decisionmaking (PSD)		Projected for fall '91
	Advanced Communication and Negotiation (ACN)		Projected for fall '91
	Managing Organizational Change (MOC)		Projected for fall '91
	Performance Appraisal Training (PAT)		Projected for spring '91
	Managing Interdisciplinary Teams (MIT)		Projected for fall '91
	Managing for Productivity (MFP)		✓
	Managerial Assessment and Planning (MAP)		Projected for fall '91
	GAO-wide Leadership		
	Recruiting for the 1990s (RECR)	S	✓
	External Relations		
	Public Policy Processes and Issues (PPPI)	E	Projected for winter '91
Issue Area	Financial Management courses, see page 30.		
	Information Management courses, see page 30.		
	Other Issue Area training provided through external or unit-based programs.		

R Required ✓ Available
 C Core
 E Elective
 S Special

Management Level Evaluator Curriculum

Category	Course	Type	Status
Transition	Management Level Promotion Program (B3P)	R	✓
	Senior Orientation Seminar (SOS) <i>for new hires only</i>	R	✓
Technical	Standards and Policies		
	Fraud Awareness (FRAU)	E	Projected for spring '91
	Ethics in the Federal Government (EFG)	E	✓ on request
	Assignment Planning and Execution		
	• Design and Methods		
	Approach and Methods Overview (AMO)	R	Projected for winter '91
	Evaluation Design for Executives (EDX)	C	✓
	Sampling for Executives (SAX)	C	✓
	Survey Methods for Executives (SVX)	C	✓
	Qualitative Methods for Executives (QMX)	E	Projected for spring '91
	Policy Analysis for Executives (PAX)	E	Projected for summer '91
	Budgeting in Review for Executives (BIRX)	E	✓
	• Analysis		
	Microeconomics for Policy Analysis and Management (EA)	C	Projected for fall '91
	Analyzing Data for Executives (ADX)	C	✓
	Communication		
	• Oral		
	Media Communications for Managers (MCM)	R	Projected for summer '91
	Executive Briefing Skills (EBS)	E	✓
	Delivering Testimony (DT)	E	✓
	New Instructor Training (ITN)	S	✓
	Instructor Training Advanced (ITA)	S	✓
	• Written		
	Managing Writing (MW)	R	Projected for fall '91
	Report Review (RR)	R	✓
	Executive Summary Workshop (ESW)	C	Projected for spring '91
	Writing Testimony (WT)	E	✓
Computer Use			
Information Resources Management and Technology (IRMT)	C	Projected for fall '91	
Elective Computer Applications courses, see pages 37-38; computer assistance for Senior Managers and Executives available on request.			
Management	Assignment and Issue Area Management		
	Issue Area Management (IAM)	E	Projected for spring '91
	Time Management (TM)	E	✓

R Required ✓ Available
C Core
E Elective
S Special

Management Level Evaluator Curriculum

Category	Course	Type	Status
Management (continued)	Managing Staff and Workplace Relations		
	Managing Multiple Responsibilities (MMR)	R	Projected for winter '91
	Preventing Sexual Harassment (SHW)	R	✓
	Management Briefing: EEO Responsibilities (EEO)	R	✓
	Human Resource Management Series (HRM)	S	Scheduled as needed
	Managing Personal and Organizational Change (MPOC)	C	✓ until summer '91
	Workshop Series <i>choose a minimum of 3 courses</i>	R	
	Situational Leadership (KSIT)		✓
	Problem Solving and Decisionmaking (PSD)		Projected for fall '91
	Advanced Communication and Negotiation (ACN)		Projected for fall '91
	Managing Organizational Change (MOC)		Projected for fall '91
	Performance Appraisal Training (PAT)		Projected for spring '91
	Managing Interdisciplinary Teams (MIT)		Projected for fall '91
	Managing for Productivity (MFP)		✓
	Managerial Assessment and Planning (MAP)		Projected for fall '91
	GAO-wide Leadership		
	Emerging Issues Workshop (EIW)	S	Scheduled as needed
	Recruiting for the 1990s (RECR)	S	✓
	External Relations		
	GAO, Congress, and the Environment (GCE)	R	✓
Public Policy Processes and Issues (PPPI)	E	Projected for winter '91	
Issue Area	Financial Management courses, see page 30.		
	Information Management courses, see page 30.		
	Other Issue Area training provided through external or unit-based programs.		

R Required ✓ Available
 C Core
 E Elective
 S Special

SES Curriculum

Category	Course	Type	Status
Transition	Executive Candidate Development Program (ECDP)	S	✓
Technical	Standards and Policies		
	CG Series (CGS)	C	Scheduled as needed
	Assignment Planning and Execution		
	• Design and Methods		
	Approach and Methods Overview (AMO)	R	Projected for winter '91
	Evaluation Design for Executives (EDX)	C	✓
	Sampling for Executives (SAX)	C	✓
	Survey Methods for Executives (SVX)	C	✓
	Qualitative Methods for Executives (QMX)	E	Projected for spring '91
	Policy Analysis for Executives (PAX)	E	Projected for summer '91
	Budgeting in Review for Executives (BIRX)	E	✓
	• Analysis		
	Microeconomics for Policy Analysis and Management (EA)	C	Projected for fall '91
	Analyzing Data for Executives (ADX)	C	✓
	Communication		
	Media Communications for Executives (MCX)	R	✓
	Executive Briefing Skills (EBS)	E	✓
	Delivering Testimony (DT)	E	✓
	Computer Use		
	Information Resources Management and Technology (IRMT)	C	Projected for fall '91
Elective Computer Applications courses, see pages 37-38; computer assistance for Senior Managers and Executives available on request.			
Management	Managing Staff and Workplace Relations		
	Preventing Sexual Harassment (SHW)	R	✓
	Management Briefing: EEO Responsibilities (EEO)	R	✓
	Human Resource Management Series (HRM)	S	Scheduled as needed
	GAO-wide Leadership		
Emerging Issues Workshop (EIW)	S	Scheduled as needed	
Issue Area	Financial Management courses, see page 30.		
	Information Management courses, see page 30.		
	Other Issue Area training provided through external or unit-based programs.		

R Required ✓ Available
 C Core
 E Elective
 S Special

Issue Area Courses

Category	Course	Status
Financial Management	Accounting and Auditing Review and Update (AAU)	✓
	Budgeting in Review (BIRE)	✓
	Core Financial System Requirements (CFSR)	Projected for winter '90
	Financial Management Initiatives Seminar (FMIS)	✓
	Introduction to Federal Financial Management (IFFM)	✓
	Introduction to Financial Auditing (IFA)	✓
	Referencing Financial Management Reports (REAP)	✓
	Testing Compliance with Laws and Regulations (TCLR)	Projected for spring '91
Information Management	ADP and Data Communications Introduction (ADPC)	✓
	Data Base Management (DBM)	✓
	Data Communications Concepts and Practices (DCCP)	✓
	Information Resources Management Overview (OIRM)	Projected for winter '91
	Information Technology Acquisition (ITAQ)	Projected for winter '91
	System Development and Life Cycle Management Overview (SDLC)	✓
	System Security for Computers (SSC)	✓

✓ Available

VI. Attorney Curriculum

The design of a comprehensive curriculum for GAO attorneys by the Office of General Counsel (OGC), in collaboration with the Training Institute, is well under way.

Work on the curriculum began in fall 1988, when a needs assessment was conducted. By fall 1989, an advisory committee was appointed.

Training and Staff Development Committee

Henry Wray, *Senior Associate General Counsel — Chair*

Barry Bedrick, *Associate General Counsel*

Ronald Berger, *Associate General Counsel*

Gary Kepplinger, *Associate General Counsel*

Richard Pierson, *Senior Associate General Counsel*

Kathleen Wannisky, *Associate General Counsel for Operations*

William Woods, *Assistant General Counsel*

Richard Zelkowitz, *Attorney-Adviser for Operations*

To date, the curriculum includes seven internal courses, developed by OGC, that will provide attorneys with the knowledge and skills necessary to address OGC's ever-increasing and diverse work demands. In addition, attorneys are encouraged to identify external training opportunities relevant to their particular work assignments.

The internal courses currently under development and their projected dates of availability are listed in the matrix at the end of this section. Complete course descriptions are provided in section XI. Attorneys may also wish to consult the list of available computer and computer-related courses in the Computer Applications Courses matrix in section VIII.

Questions about the attorney training program should be directed to Kathleen Wannisky, Associate General Counsel for Operations, at (202) 275-6198.

Attorney Curriculum

Category	Course	Status
Legal	Effective OGC Audit Support (EOAS)	Projected for spring '91
	Federal Employment Law (FEL)	Projected for spring '91
	Finding and Using Legislative History (FULH)	Projected for spring '91
	Government Contract Law (GCL)	Projected for spring '91
	Legal Analysis and Writing (LAW)	Projected for spring '91
	Principles of Appropriation Law (PAL)	Projected for spring '91
	Recruitment Interviewing for Attorneys (RIA)	✓
Computer	Computer Applications courses, see pages 37-38.	

✓ Available

VII. Administrative Staff Curriculum

A comprehensive curriculum for GAO administrative staff is currently being developed. This curriculum will pertain to, but will not be limited to, positions traditionally classified as secretary and clerk typist. The curriculum is intended to prepare administrative employees to meet the rapid changes occurring in GAO's administrative work processes due to new technology and shifting job tasks. The employees to be covered under this curriculum perform a broad range of traditional administrative tasks from word processing, filing, reception, proofreading, editing, travel processing, and time and attendance reporting to more specialized tasks such as legal assistance, accounting assistance, and computer assistance.

The catalog provides interim course guidance until the curriculum's development is completed. Courses are organized by training category: transition, technical, communication, and management.

The transition course (Introductory Administrative Staff Training) provides new employees with information about GAO and an introduction to the skills necessary to perform administrative tasks at GAO. Technical courses provide training in policies, procedures, and technology. Communication courses focus on essential oral and written communication skills. Management courses concentrate on assisting individuals in the management of work and relationships at GAO.

A listing of the courses that are or will soon be available for administrative staff is provided in the following matrix. Course descriptions for each of these courses are included in section XI. The Training Institute will publish additional information about the revised administrative staff curriculum as it becomes available. For additional information, contact Judith Glenn at (202) 275-9252.

Administrative Staff Curriculum

Category	Course	Status	
Transition	Introductory Administrative Staff Training (IAST)	✓	
Technical	Policies and Procedures		
	Formatting GAO Correspondence (FGC)	✓	
	General Budget Process (GBP)	Projected for summer '91	
	Preparing Report Processing Forms and Packages (PRFP)	Projected for winter '91	
	Service Connection: Telephone and Reception (SCTR)	✓	
	Standardized Filing System (FSS)	✓	
	Time and Attendance Reporting (TAR)	✓	
	Travel (TRA)	✓	
	Workplace Math (WM)	Projected for summer '91	
	Technology		
	Personal Computer Hardware and Software Introduction (KLIT/ZLIT)	✓	
	Microcomputers Introduction (BDOS)	✓	
	DOS Fast Start Plus (ZDOS) <i>may be substituted for (BDOS)</i>	✓	
	Using Personal Computers (KUPC)	✓	
	Applying Technology to Work Environments (ATWE)	Projected for winter '91	
	Computer Keyboarding Skills (CKS)	✓	
	Typing Made Easy (ZTME)	✓	
	Typing Skill Builder (ZTSB)	✓	
	WordPerfect Introduction (BEWP)	✓	
	WordPerfect 5.1 Fast Start Plus Basic (ZWPB) <i>may be substituted for (BEWP)</i>	✓	
	Lotus 1-2-3 Introduction (BL)	✓	
	Lotus 1-2-3 Fast Start Plus Basic (ZLTB) <i>may be substituted for (BL)</i>	✓	
	dBASE III PLUS Introduction (BDB3)	✓	
	dBASE III PLUS (KDB3) <i>may be substituted for (BDB3)</i>	✓	
	Additional Computer Applications courses, see pages 37-38.		
	Communication	Oral	
		Effective Communication (EC)	Projected for summer '91
Effective Interviewing (EI)		Projected for winter '91	
Essentials of Grammar (EOG)		Projected for summer '91	
Preparing Effective Presentations for Administrative Staff (PEPA)		Projected for winter '91	
Running Effective Meetings for Administrative Staff (REMA)		Projected for fall '91	
Written			
Applying Effective Writing Techniques (AEWT)		Projected for summer '91	
Essential Reading Skills (ERS)		Projected for summer '91	
Fundamentals of Spelling (FOS)		✓	

✓ Available

Administrative Staff Curriculum

Category	Course	Status
Communication (continued)	Principles of Writing (PW)	Projected for summer '91
	Proofreading Techniques (PT)	✓
Management	Individual Performance Development (IDP)	Projected for winter '91
	Leadership Series (LS)	Projected for winter '91
	Teamwork (TW)	Projected for summer '91

✓ Available

VIII. Computer Applications Courses

The Institute offers a wide range of computer applications courses — including word processing, spreadsheet, and data base microcomputer applications — and courses in statistical analysis programs and Local Area Network (LAN) applications.

Some of the computer and computer-related training courses offered are core courses in the evaluator curriculum and others are designed for specialists such as writer-editors. Most computer applications courses, however, are appropriate for general audiences.

The Institute's computer applications courses are listed in the following matrix. Complete course descriptions for computer and computer-related training courses are provided in section XI.

Computer Applications Courses

Category	Course	Status
Microcomputer Overview	Computer Keyboarding Skills (CKS)	✓
	Using Personal Computers (KUPC)	✓
	Personal Computer Hardware and Software Introduction (KLIT/ZLIT)	✓
	Microcomputers Introduction (BDOS)	✓
	DOS Fast Start Plus (ZDOS) <i>may be substituted for (BDOS)</i>	✓
WordPerfect	WordPerfect Introduction (BEWP)	✓
	WordPerfect 5.1 Fast Start Plus Basic (ZWBP) <i>may be substituted for (BEWP)</i>	✓
	WordPerfect Refresher (BWPR)	✓
	WordPerfect 5.1 from WordPerfect 4.2 (WP51)	✓
	WordPerfect: Importing and Exporting Data (IWP1)	✓
	WordPerfect Helpful Hints (IWP2)	✓
	WordPerfect Form Letters (AWP1)	✓
	WordPerfect Sort Features (AWP2)	✓
	WordPerfect Text Columns (AWP3)	✓
	WordPerfect Tab Settings for Charts and Tables (AWP4)	✓
	WordPerfect Macros (AWP5)	✓
	WordPerfect Graphics (AWP6)	✓
	WordPerfect Automated Tables (AWP7)	✓
	WordPerfect 5.1 Fast Start Plus Advanced (ZWPA)	✓
	WordPerfect Document Preparation for Typesetting (PWDW)	✓
	Writer/Editor WordPerfect Seminar I (WPE1)	✓ on request
	Writer/Editor WordPerfect Seminar II (WPE2)	✓ on request
Lotus	Lotus 1-2-3 Introduction (BL)	✓
	Lotus 1-2-3 Fast Start Plus Basic (ZLTB) <i>may be substituted for (BL)</i>	✓
	Lotus 1-2-3 Basic Refresher (BLR)	✓
	Lotus 1-2-3 Printing (ILP)	✓
	Lotus 1-2-3 Graphics (ILG)	✓
	Lotus 1-2-3 Fast Start Plus Advanced (ZLTA)	✓
	Lotus 1-2-3 2.2 from Lotus 1-2-3 2.1 (L22)	✓
	Lotus 1-2-3 Data Base Management (ILDB)	✓
	Lotus 1-2-3 Data Tables (ALDT)	✓
	Lotus 1-2-3 Design and Methodology (ALDM)	✓
	Lotus 1-2-3 Financial Functions Workshop (LWS1)	✓
	Lotus 1-2-3 Logical Functions Workshop (LWS2)	✓
	Lotus 1-2-3 Macros (ALM1)	✓
	Spreadsheet Quality Assurance (SSQA)	✓

✓ Available

Computer Applications Courses

Category	Course	Status
dBASE	dBASE III PLUS Introduction (BDB3)	✓
	dBASE III PLUS (KDB3) <i>may be substituted for (BDB3)</i>	✓
	dBASE III PLUS Refresher (BDBR)	✓
	dBASE III PLUS Design and Methodology (DBDM)	✓
	dBASE III PLUS Reports (DBR)	✓
	dBASE III PLUS Shortcuts (DBS)	✓
	dBASE III PLUS Programming 1 (DBP1)	✓
	dBASE III PLUS Programming 2 (DBP2)	✓
Computer Communications	Crosstalk XVI Introduction (BXTK)	✓
	Crosstalk XVI Intermediate (IXTK)	✓
	Electronic Mail System (EMS)	✓
Local Area Network	Local Area Network Overview (LANO)	✓
	Local Area Network Refresher (LANR)	✓
	Computer Communication and Connectivity (KLAN)/(ZLAN)	✓
Data Base Management and Analysis	DYL-280 II Basic (BDYL)	✓
	DYL-280 II Advanced (ADYL)	✓
	SAS on the Mainframe (SAS)	✓
	SAS on the Personal Computer (SAPC)	✓
	Statistical Package for the Social Sciences (SPSS)	✓

✓ Available



IX. Other Training Courses

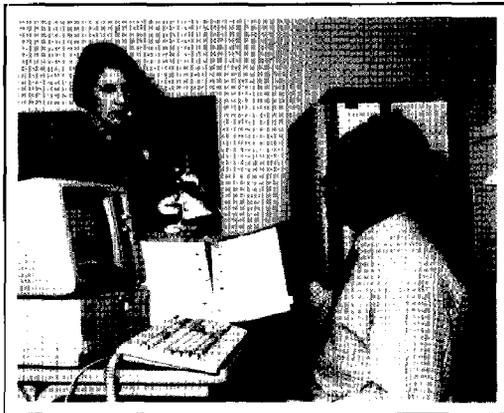
Internal courses which provide information or involve skills of a fairly specialized nature (excluding issue area training) or which have broad applicability (excluding computer training) are listed in the following matrix. These courses may be of interest to many GAO employees but are not appropriate for inclusion in the curricula for major employee groups. The workshops and seminars sponsored by GAO's Office of Counseling and Career Development (OCCD) are included in this group.

Course descriptions for these courses are provided in section XI.

Other Training Courses

Category	Course	Status
Transition	New Employee Orientation (NEO)	✓
Specialized	Customer Service Enhancement Training Level I: Providers (CSEP)	✓
	Customer Service Enhancement Training Level II: Service Reinforcers (CSER)	✓
	New Instructor Training (ITN)	✓
	Instructor Training Advanced (ITA)	✓
	Teaching Adults (KHTG)	✓
General	Cardiopulmonary Resuscitation (CPR)	✓
	Executive Guide to Grammar (ZEXE)	✓
	Principles of Acquisition for Non-Procurement Staff (PANS)	Projected for winter '90
	Typing Made Easy (ZTME)	✓
	Typing Skill Builder (ZTSB)	✓
Office of Counseling and Career Development Workshops	Career Planning for Employees (CPE)	✓
	Enhancing Employee Productivity (EEP)	✓
	Health Advocacy Program (HAP)	✓
	Individual Stress Management Workshop (ISMW)	✓
	Interpersonal Conflict Management for Employees (ICME)	✓
	Marketing Career Skills (MCS)	✓
	Myers-Briggs Type Indicator (MBTI)	✓
	Positive Communication Skills (PCS)	✓
	Problem Recognition and Referral Briefing (PRRB)	✓
	Retirement Planning Seminar (RPS)	✓
Wellness Workshop (WELL)	✓	

✓ Available



Clockwise from top: Rosalind Cowie, Special Assistant for Policy and Liaison; Geraldine Castaldo, Allison Holland, Bernadette Brown, and Charlene Ford, Communications and Operations Unit; George Hunt and Adrienne Chambliss, Registrar's Office; James Ray and Carolyn Horne, Communications and Operations Unit; Karen Sloan and Anthony Jasper, Publications Unit

X. Training Administration

X. Training Administration

Registration Procedures

Each division and office has a designated training coordinator who plays a key role in ensuring access to internal and external training and education opportunities. GAO employees register for internal classroom courses through their unit's training coordinator. Training coordinators have access to the Institute's on-line Training Registration System (TRS).

GAO employees also register for Learning Center and Distributed Training Services courses through the training coordinator in their division or office. After registering for a Learning Center course, employees should contact the Learning Center at (202) 275-9266 to schedule training time in the Center between 8:00 a.m. and 4:30 p.m., Monday through Friday. Material needed to complete a Distributed Training Services course will be mailed to employees through their training coordinator.

Registration procedures for unit-based internal or external training may vary from unit to unit. GAO employees register for unit-based training in accordance with the specific registration procedures of their division or office. GAO employees interested in centrally funded external training should contact the training coordinator in their respective division or office. For additional information about specific external training opportunities, contact the Management Development Center at (202) 272-3475.

Some Training Institute courses are open on a space-available basis to staff who perform audit or evaluation work from other federal agencies and state and local governments. For information regarding course availability and registration for non-GAO staff, contact the Training Institute, Office of the Director, at (202) 275-8674.

Cancellation Procedures

Registrants must make timely cancellations through their training coordinator. If a registrant does not cancel a class through the training coordinator, the registrant will remain on the class roster and be counted as a "no show." The Training Institute monitors no-show rates for each division and office.

Training coordinators must notify the Registrar's Office of cancellations at least 2 days before the start of a class to avoid being counted as a "no show." Timely cancellation frees limited training space for use by others.

Provisions for Employees with Disabilities

GAO makes every practical effort to ensure that the Institute's programs are accessible to employees with disabilities. If specific arrangements are required, such as providing signing for persons with hearing impairments, training coordinators should inform the Registrar's Office as far as possible in advance of the course.

Adverse Weather Policy

Cancellation of classes during adverse weather is determined by the Office of Personnel Management's adverse weather actions.

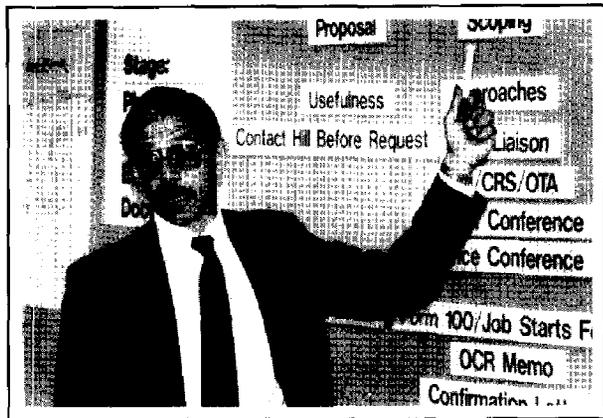
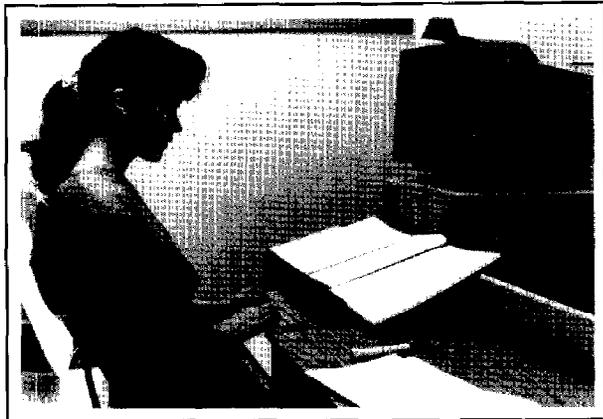
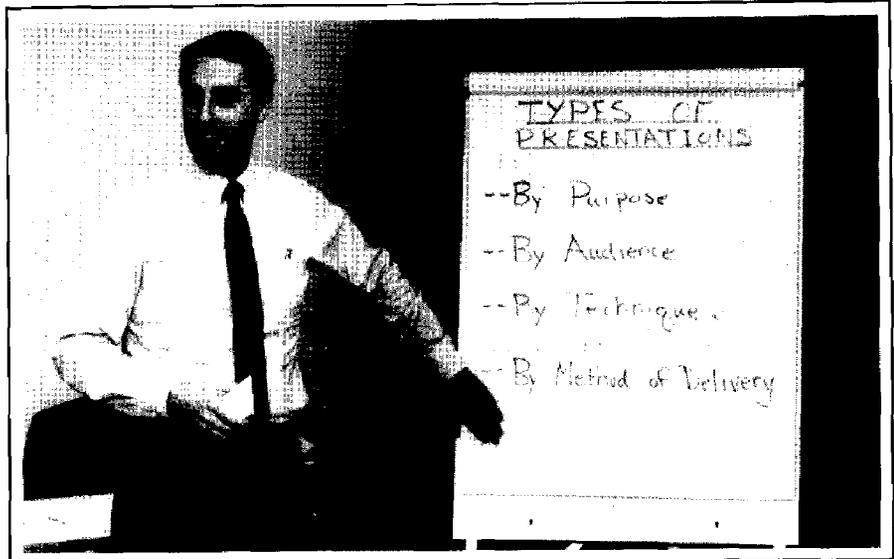
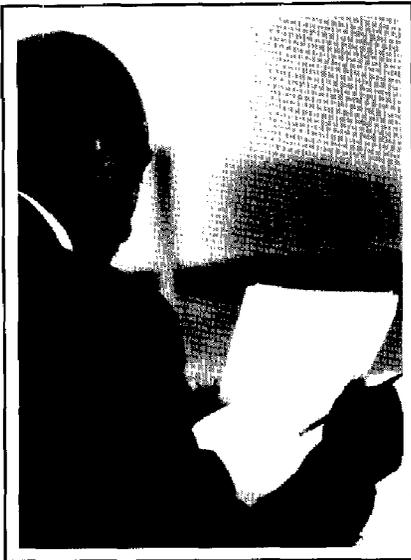
On days when a liberal leave or delayed arrival policy is in effect, classes will go on as scheduled.

On days when a shutdown is in effect, classes will be conducted as follows:

- One-day classes will be canceled.
- Two-day classes will be canceled if the first day is affected by the shutdown.
- Three-day or longer classes will continue as scheduled if day one or day two is affected by the shutdown. In the unlikely event that day one and day two are affected by the shutdown, classes will be canceled.

Every attempt is made to appropriately adjust the content of classes shortened as a result of adverse weather. It may be necessary, however, to adjust the number of CPE credits awarded for affected classes.

XI. Course Descriptions



Hours of Operation and Telephone Numbers

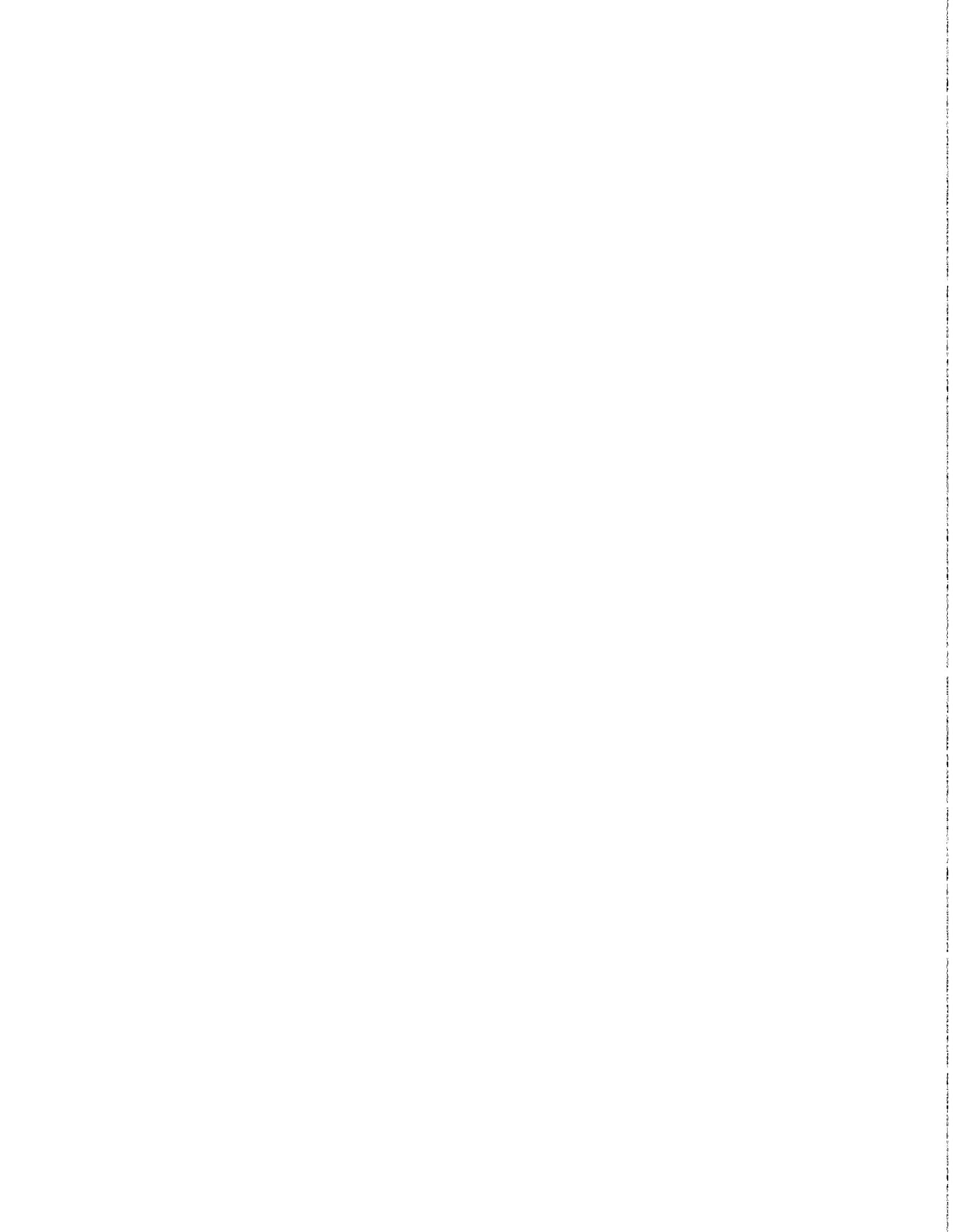
The hours of operation and telephone numbers for the Training Center, the Learning Center, and the Management Development Center are as follows:

- Training Center, Room 7536
Monday through Friday, 7:30 a.m. to 5:00 p.m.
Telephone (202) 275-9648
- Learning Center (located in the Training Center)
Monday through Friday, 8:00 a.m. to 4:30 p.m.
Telephone (202) 275-9266
- Management Development Center, Room 7136, 450 5th Street NW
Monday through Friday, 8:00 a.m. to 5:00 p.m.
Telephone (202) 272-3475

Training Orders

For additional information on GAO's training policies and procedures, review the following orders:

- GAO Order 0130.1.37, "Training Institute" (Mission) (July 13, 1990)
- GAO Order 2410.1, "Training of GAO Employees" DRAFT (August 20, 1990)
- GAO Order 2410.2, "Continuing Professional Education (CPE) Credits for Training and Other Professional Activities" (January 13, 1989)



XI. Course Descriptions

This section provides detailed descriptions of all internal training courses. Each course description is listed alphabetically by title; course codes appear parenthetically after the course titles.

Information is provided about course content, prerequisites, instruction methods, length, and status. If a course is not available, there is a projected availability date (season and year). (Seasons run on an academic, not calendar, year basis; for example, winter 1991 would include December 1991 and January and February 1992.)

Each course description also includes guidance on who should enroll and information on the number of CPEs awarded for completion. (Note: Course revisions can occur, affecting course length and CPE information. Check with your training coordinator to obtain up-to-date information.)

For increased readability, acronyms familiar to the workplace and to GAO are used in the course descriptions. The terms for these acronyms are not provided in the individual course descriptions; an alphabetical listing of these acronyms is provided below.

Acronyms

AA	affirmative action
AFMD	Accounting and Financial Management Division
ADP	automated data processing
CG	Comptroller General
COTR	contracting officer's technical representative
CPE	continuing professional education
CPR	cardiopulmonary resuscitation
DBM	data base management
DOS	disk operating system
EEO	equal employment opportunity
EIC	evaluator-in-charge
EMS	electronic mail system
GAO	General Accounting Office
GS&C	General Services and Controller
HRM	human resource management

Acronyms (continued)

IMTEC	Information Management and Technology Division
IRM	information resources management
LAN	local area network
NIH	National Institutes of Health
OCCD	Office of Counseling and Career Development
OGC	Office of the General Counsel
OMB	Office of Management and Budget
OP	Office of Policy
PC	personal computer
PCC	Publishing and Communications Center
SAS	Statistical Analysis System
SES	Senior Executive Service
TC	training coordinator
TI	Training Institute

Accounting and Auditing Review and Update (AAU)

This seminar presents an annual overview of new developments in the accounting and auditing profession regarding requirements, policies, and pronouncements. Topics pertinent to GAO's financial accounting and auditing efforts vary from year to year.

Who Should Enroll

Employees who regularly perform AFMD financial audits

Prerequisites

Basic knowledge of commercial pronouncements, title 2, and GAO audit standards

Instruction Methods

Lecture, discussion

Length

1-2 days depending on the number of updates

CPE Credits

8-16 (all government related)

Status

Available

ADP and Data Communications Introduction (ADPC)

This course provides participants with an understanding of the basic concepts and terminology of ADP and data communications. Topics include computer processing concepts and terms; phases of system development life cycle management; microcomputer components; operating systems and mainframe software; data base management systems; concepts and terminology of voice and data communications; the role of telecommunications in information management and information transfer; and the importance and techniques of systems security.

Who Should Enroll

Evaluators and other employees who work in an information management and technology environment

Prerequisites

None

Instruction Methods

Lecture, case study

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Advanced Communication and Negotiation (ACN)

This workshop provides information and practice on workplace communication skills. The course includes practice in negotiation and conflict management and the creation of win-win situations. The course also reviews techniques for coaching, counseling, expectation setting, and providing feedback which are covered in more depth in the New Supervisors Seminar (NSS).

Who Should Enroll

Senior level and management level evaluators and staff level evaluators with supervisory responsibilities

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1991

Advanced Interviewing (AI)

This course provides information on interview strategies and techniques used in audits and evaluations. The course covers both friendly and hostile interview conditions and includes experience in conducting interviews and receiving feedback.

Who Should Enroll

Experienced staff level evaluators and senior level evaluators

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1992

Advanced Presentation Techniques (APT)

This workshop provides participants the opportunity for individualized attention and practice in developing style and maximizing competency in speaking to diversified audiences in both favorable and challenging situations. Topics include speaking with confidence in high-pressure situations, persuasive speaking, handling difficult audiences, and using graphics and technology effectively.

Who Should Enroll

Senior level evaluators

Prerequisites

Preparing Effective Presentations (PEP)

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for summer 1991

Analyzing Data for Executives (ADX)

This course enables participants to become better consumers of data analyses and advocates for developing adequate data analysis plans. The course focuses on techniques for analyzing data obtained from structured interviews and questionnaires, including both response rates and results; understanding and interpreting the results of statistical analyses (not calculating statistics); and techniques for assessing reliability and validity of survey instruments. Participants will discuss how managers influence the development and use of data analysis plans and will work through a series of practical interpretation exercises.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

Evaluation Design for Executives (EDX), Sampling for Executives (SAX), and Survey Methods for Executives (SVX)

Instruction Methods

Lecture, discussion, case study

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Applied Statistics Introduction (ASC)

This course focuses on the use of *descriptive and inferential statistics*. Topics include how to use frequencies, ranges, measures of central tendency (mean, median, mode), variance, cross-tabulation, and correlation to describe quantitative data; how to use probability; how to predict or estimate the characteristics of a population from knowledge of a sample; how to test hypotheses; and an introduction on how to use multiple regression. The *intent of the course is to give participants knowledge of when specific statistics should be used and the ability to calculate basic statistics for use in GAO work.*

Who Should Enroll

Staff level and senior level evaluators with no or little statistical training

Prerequisites

None

Instruction Methods

Lecture, discussion, written assignments, exams, *tutorial*

Length

14 weeks, 2 hours per week

CPE Credits

45 (15 government related)

Status

Available

Applied Statistics Refresher (ASR)

This course focuses on the use of *descriptive and inferential statistics*. Topics include how to use frequencies, ranges, measures of central tendency (mean, median, mode), variance, cross-tabulation, and correlation to describe quantitative data; how to use probability; how to predict or estimate the characteristics of a population from knowledge of a sample; how to test hypotheses; and an introduction on how to use multiple regression. The *intent of the course is to give participants knowledge of when specific statistics should be used and the ability to calculate basic statistics for use in GAO work.*

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

Some familiarity with basic descriptive and inferential statistics

Instruction Methods

Lecture, discussion, written assignments, exams, *tutorial*

Length

14 weeks, 2 hours per week

CPE Credits

45 (15 government related)

Status

Available

Applying Effective Writing Techniques (AEWT)

This course emphasizes how to write and critique work-related correspondence, policy and procedure manuals, and reports that use GAO guidelines for writing and formatting. The course includes reviewing effective writing techniques and identifying problems in various types of correspondence.

Who Should Enroll

Administrative employees (recommended for GS-6 level employees and above)

Prerequisites

Knowledge of basic grammar and writing principles and proofreading techniques recommended

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for summer 1991

Applying Technology to Work Environments (ATWE)

This course emphasizes developing and implementing plans for automating tasks or projects. In addition to identifying computer hardware and software available at GAO (microcomputers, mainframes, Crosstalk, Electronic Mail, WordPerfect, Lotus 1-2-3, and dBASE III), the course identifies resources available to assist in the automation of job tasks or projects.

Who Should Enroll

Administrative employees responsible for identifying or introducing opportunities for automation in the completion of office tasks

Prerequisites

Microcomputers Introduction (EDOS) or Using Personal Computers (KUPC) and knowledge of WordPerfect, Lotus 1-2-3, or dBASE III

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for winter 1991

Approach and Methodology Selection Workshop (AMS)

This workshop provides participants with a process for choosing the most appropriate approach and methodology for GAO assignments. Topics include translating congressional issues or concerns into researchable questions, analyzing and categorizing the questions, and choosing feasible and appropriate design strategies for conducting an assignment. The workshop also includes a brief overview of data collection techniques commonly used at GAO.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises, application of course concepts to current assignments

Length

2½ days

CPE Credits

20 (all government related)

Status

Available

Approach and Methods Overview (AMO)

This seminar provides an overview of the approach and methodology selection concepts being taught to all GAO evaluators. Material is drawn from the core design and methods courses offered at the staff and senior levels: Approach and Methodology Selection Workshop (AMS), Compliance Auditing (CA), Economy and Efficiency Reviews (EER), Program Evaluation (PE), and Policy Analysis (PA).

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for winter 1991

Assignment Management (AM)

This course provides participants with guidance on agency procedures and policies in managing GAO assignments. The course emphasizes the responsibilities of the EIC to ensure timeliness and efficiency and to serve as the focal point for quality assurance and control. Participants practice skills in scoping and planning; managing relationships, work, and staff; and dealing with unexpected obstacles during assignments.

Who Should Enroll

New EICs (senior level evaluators)

Prerequisites

None

Instruction Methods

Lecture, discussion, guest presentations, exercises

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Basic Statistics (BST)

This introductory statistics course covers the use of descriptive and inferential statistics and basic research design concepts. Topics include how to use frequencies, ranges, measures of central tendency (mean, median, mode), variance, cross-tabulation and correlation to describe quantitative data; how to use probability; how to predict or estimate the characteristics of a population from knowledge of a sample; and an introduction to experimental design, sampling, and regression. The intent of the course is to give participants knowledge of when specific statistics should be used and the ability to calculate basic statistics for use in GAO work.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

Some familiarity with introductory statistics

Instruction Methods

Facilitated independent study through the use of video programs, a textbook, and problem solving with instructor guidance

Length

To be determined

CPE Credits

To be determined

Status

Projected for summer 1991

Budgeting in Review (BIRE)

This course reviews the federal budget process and its relation to GAO work. The course covers the theories, concepts, definitions, and practices of federal budgeting; an analysis of budget-related documents; and GAO's budget analysis capability. Other topics include authorization and appropriation committees, obligations, committee reports, the Budget and Accounting Act, and special budget analyses. Exercises include using budget-related documents to develop audit findings.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, exercises

Length

3 days

CPE Credits

24 (all government related)

Status

Available


Budgeting in Review for Executives (BIRX)

This seminar reviews the federal budget process and its relation to GAO work. Participant discussions focus on federal budget practices, analyses of budget-related documents, and GAO's budget analysis capability and initiatives.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

Lecture, discussion using handouts of budget documents

Length

1 day

CPE Credits

5 (all government related)

Status

Available

Cardiopulmonary Resuscitation (CPR)

This course reviews the emergency medical services system and the citizen's role in preventing deaths from heart attack. Topics include risk factors; signals of heart attack; CPR techniques for adults, children, and infants; and techniques to relieve choking. Course prepares participants for a written life-support examination.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, demonstration, film, hands-on practice using mannequins

Length

3 days

CPE Credits

0

Status

Available

Career Planning for Employees (CPE)

This OCCD workshop helps participants assess their career interests, skills, and values and emphasizes setting practical goals for short- and long-range planning. The workshop is a prerequisite for Marketing Career Skills (MCS), which discusses job search strategies.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

A variety of career planning instruments to assess career interests

Length

2½ days

CPE Credits

0

Status

Available

Categorical Data Analysis (CDAN)

This course provides guidance on when and how to use simple non-parametric statistical techniques. The course covers tests for one-, two-, and k-sample cases (e.g., binomial test, sign test, Kruskal-Wallis one-way analysis of variance) and the use of non-parametric measures of correlation (e.g., Spearman and Kendall rank correlation coefficients).

Who Should Enroll

Staff level and senior level evaluators and technical assistance staff

Prerequisites

Knowledge of basic descriptive and inferential statistics

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Categorical Data Analysis Using Log-Linear Models (CALL)

This course provides participants with an introduction to log-linear techniques and enables them to be capable users of these techniques. A number of examples of log-linear modeling will be presented and discussed. Computer input and output will be examined to demonstrate how log-linear procedures are implemented and interpreted.

Who Should Enroll

Staff level and senior level evaluators and technical assistance staff

Prerequisites

Knowledge of basic descriptive and inferential statistics

Instruction Methods

Lecture, computer demonstration, exercises

Length

8 weeks, 2 hours per week

CPE Credits

19 (12 government related)

Status

Scheduled on an as-needed basis

Causal Modeling (CM)

This course provides participants guidance on how to develop causal models by taking a finite set of variables, making assumptions about how they are interrelated in a cause and effect manner, testing the adequacy of the resultant model and modifying the assumptions until a model is derived that warrants confidence. Examples are used to show how such modeling can be used for exploratory, prediction, and confirmatory (hypothesis testing) purposes.

Who Should Enroll

Staff level and senior level evaluators and technical assistance staff

Prerequisites

Advanced training in statistics

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

CG Series (CGS)

The Comptroller General (CG) series provides timely information to all senior executives on major GAO recommendations and initiatives that have crosscutting implications for most issue areas. Topics and presenters are selected by GAO's top management.

Who Should Enroll

Senior executives

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Compliance Auditing (CA)

This course presents a systematic approach for determining when and how to test and audit for compliance with applicable laws and regulations and how to determine the extent of auditing needed. The course provides information on how to design and execute compliance audits (audits that ascertain whether programs, projects, activities, and regulations are being appropriately carried out or followed). Topics include identifying criteria, testing for and assessing degrees of compliance, estimating effects of noncompliance, and determining causes of noncompliance.

Who Should Enroll

Staff level and senior level evaluators; especially recommended for supervisory staff with little or no prior auditing experience

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

Lecture, group discussion, exercises

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Computer Communication and Connectivity (KLAN)/(ZLAN)

This course, available through the Educational Resources Unit's Distributed Training Service and the Learning Center, is a self-paced program which introduces the user to LAN — which is changing the way people work. Topics include networking terminology, LAN components and configurations, file servers, information sharing and security, mainframe to micro links, and electronic mail. Participants are expected to complete a post-course test. Staff who work in the GAO building register for KLAN, which is taken in the Learning Center. Staff who work at audit sites and regional offices register for ZLAN which is sent to registrants.

Who Should Enroll

Employees interested in gaining a basic familiarity with LAN

Prerequisites

None

Instruction Methods

Self-paced program using videotape and guidebook, test

Length

2 hours average

CPE Credits

1 (0 government related)

Status

Available

Computer Keyboarding Skills (CKS)

This course covers learning and performing touch operation of alphabetic, numeric, and symbol keys of the computer keyboard as well as developing speed and accuracy.

Who Should Enroll

Employees interested in learning how to use or improving their skill in using a computer keyboard

Prerequisites

None

Instruction Methods

Lecture, hands-on practice, tests using WordPerfect

Length

9 sessions, 3 hours per session

CPE Credits

0

Status

Available

Core Financial System Requirements (CFSR)

This course reviews *Core Financial System Requirements*, the Joint Financial Management Improvement Program's document on its general functional requirements, accounting functional requirements, general support requirements, and ADP system requirements of federal departments and agencies. The course also discusses the commitment of the central agencies to improving federal financial management and the relation of the core requirements to this ongoing modernization effort, the effect of the core requirements on agencies and vendors of off-the-shelf software, and the next steps in modernizing federal financial systems.

Who Should Enroll

Employees involved in reviewing financial systems

Prerequisites

Basic knowledge of financial systems and individual review of *Core Financial System Requirements*

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for winter 1990

Crosstalk XVI Intermediate (IXTK)

This course focuses on changing Crosstalk parameter settings, creating and saving command files, and reviewing and demonstrating script files.

Who Should Enroll

Crosstalk users interested in increasing their knowledge of telecommunications and Crosstalk

Prerequisites

Crosstalk XVI Introduction (BXTK) or experience in using the basics of Crosstalk

Instruction Methods

Lecture, discussion, hands-on practice

Length

½ day

CPE Credits

3 (0 government related)

Status

Available


**Crosstalk XVI
Introduction (BXTK)**

This course covers telecommunication concepts and reviews ASCII print files and the transmitting and receiving of files to and from other computers using simple Crosstalk commands and command files. Participants may attend an optional afternoon session focusing on changing parameter settings manually, creating and saving command files, and reviewing and demonstrating script files to learn more about Crosstalk and its functions.

Who Should Enroll

Microcomputer users interested in using Crosstalk

Prerequisites

Microcomputers Introduction (BDOS), DOS Fast Start Plus (ZDOS), or DOS experience (basic familiarity with at least one microcomputer application package desirable and some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, hands-on practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

**Customer Service
Enhancement Training
Level I: Providers (CSEP)**

This course teaches skills in customer service to enhance everyday customer relations. The course is based on effective communication concepts — rapport building, effective listening, and paraphrasing — and explores telephone service, face-to-face service, and the feedback and coaching processes.

Who Should Enroll

GS&C employees in front-line positions that involve delivering services

Prerequisites

None

Instruction Methods

Lecture, discussion, case study, video, role playing

Length

2 1/2 days

CPE Credits

0

Status

Available

**Customer Service
Enhancement Training
Level II: Service
Reinforcers (CSER)**

This course introduces customer service enhancement concepts and their application to everyday job performance. Participants have the opportunity to practice skills and receive feedback on effective customer service behavior. Topics include telephone service situations, face-to-face service problems, and the feedback and coaching processes.

Who Should Enroll

GS&C managers/supervisors of employees in customer service positions

Prerequisites

None

Instruction Methods

Lecture, discussion, case study, video, role playing

Length

2 1/2 days

CPE Credits

0

Status

Available

Data Base Management (DBM)

This course provides participants with an understanding of the concepts, tools, and principles of operations in a data base management environment. Topics include data base concepts and terminology, types of DBMs, data base structure and query languages, and report writers.

Who Should Enroll

Evaluators and other employees who work in a data base environment

Prerequisites

ADP and Data Communications Introduction (ADPC) or knowledge of automated information systems technology

Instruction Methods

Lecture, case study, exercises

Length

2 days

CPE Credits

16 (12 government related)

Status

Available

Data Collection Methods and Sources (DCS)

This course outlines methods for using the full range of library and other research services available to evaluators, including legislative histories, on-line data bases, general administrative data bases, and research of assignment bibliographies. Major emphasis is given to the use of extant records. Guidance is provided on how to handle administrative and research data obtained from other sources. Topics include necessary documentation, review of data generation procedures, internal consistency checks, and other quality assurance procedures.

Who Should Enroll

Staff level and senior level evaluators and technical assistance staff who work with secondary research or administrative data

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1992

Data Communications Concepts and Practices (DCCP)

This course provides participants with an understanding of data communications terminology, system components, and network configuration. Topics include data communications terminology, technology, and system components; basic hardware and software components of a data communications system; electrical characteristics of a communications circuit affecting data transmission; asynchronous and synchronous communications and their differences in timing, coding, protocols, error detection, speed, and hardware; the role of the common carriers; and an examination of some government (civil and defense) networks.

Who Should Enroll

Evaluators and other employees who work in an information management and technology environment who need more than a basic knowledge in data and voice communications

Prerequisites

ADP and Data Communications Introduction (ADPC) or knowledge of automated information systems technology

Instruction Methods

Lecture, case study, exercises

Length

3 days

CPE Credits

24 (14 government related)

Status

Available

dBASE III PLUS (KDB3)

This course, available in the Educational Resources Unit's Learning Center, is a self-paced program presenting beginning and intermediate features and commands of dBASE III PLUS. Topics include creating databases, retrieving information, updating records, organizing a database, printing a database, and customizing dBASE. Participants view videotapes next to a computer, allowing simultaneous computer practice and videotaped instruction. Participants also use their own practice disk and student guide.

Who Should Enroll

Employees interested in organizing and manipulating information using dBASE III PLUS

Prerequisites

None

Instruction Methods

Self-paced, 8-hour videotape with computer-based exercises

Prerequisites

None

Length

8 hours average

CPE Credits

8 (0 government related)

Status

Available

dBASE III PLUS Design and Methodology (DBDM)

This course teaches participants to plan and design sophisticated data bases; define problems, objectives, and management guidelines; design solutions to create working analytical models and reports; and use advanced dBASE features to process information.

Who Should Enroll

Experienced dBASE III PLUS users

Prerequisites

dBASE III PLUS Introduction (BDB3), dBASE III PLUS (KDB3), or dBASE III PLUS experience

Instruction Methods

Lecture, discussion, case study, hands-on practice

Length

1 day

CPE Credits

7 (all government related)

Status

Available

dBASE III PLUS Introduction (BDB3)

This course teaches participants to plan, create, and edit a data base and its structure; query a data base for specific information; use the basic date and math functions of dBASE; and create, run, and print reports. Participants receive ample opportunity for hands-on application of these skills.

Who Should Enroll

Employees interested in organizing and manipulating information using dBASE III PLUS

Prerequisites

Microcomputers Introduction (BDOS), Using Personal Computers (KUPC), or DOS experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, hands-on practice

Length

2 days

CPE Credits

14 (0 government related)

Status

Available

dBASE III PLUS Programming 1 (DBP1)

This course provides information on how to develop simple programs to automate repetitive and time-consuming tasks. The course teaches participants how to use memory variables and the screen generator to create simple command files; plan, develop, and run simple programs; and use program loops and decisionmaking statements to increase flexibility and speed.

Who Should Enroll

Experienced dBASE III PLUS users

Prerequisites

dBASE III PLUS Introduction (BDB3) or dBASE III PLUS (KDB3), and dBASE III PLUS experience; dBASE III PLUS Shortcuts (DBS) and dBASE III PLUS Reports (DBR) recommended

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

dBASE III PLUS Programming 2 (DBP2)

This course builds upon the basic dBASE programming concepts introduced in the dBASE Programming 1 course. In addition, participants learn to create complex programs, write documentation techniques and debugging commands, and use the applications generator to create menus.

Who Should Enroll

Experienced dBASE III PLUS users

Prerequisites

dBASE III PLUS Programming 1 (DBP1) and 6 to 8 weeks subsequent programming experience with dBASE III PLUS

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

dBASE III PLUS Refresher (BDBR)

This course reviews the basic fundamentals of dBASE at an accelerated pace. Topics include planning and creating a simple data base, searching a data base for specific information, organizing a data base, and creating and producing reports. During the afternoon session, participants design their own data base applications. Participants should bring sample applications to class.

Who Should Enroll

Employees familiar with the basic features and functions of dBASE III PLUS

Prerequisites

dBASE III PLUS Introduction (BDB3), dBASE III PLUS (KDB3), or minimal dBASE III PLUS experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available


dBASE III PLUS Reports (DBR)

This course provides information on planning a report form, generating reports with grouping, using expressions in columns, and calculating columns in reports.

Who Should Enroll

Experienced dBASE III PLUS users

Prerequisites

dBASE III PLUS Introduction (BDB3), dBASE III PLUS (KDB3), or experience using the basic features of dBASE III PLUS

Instruction Methods

Lecture, discussion, hands-on practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

dBASE III PLUS Shortcuts (DBS)

This course provides information on altering function key definitions, using SET commands, establishing memory variables, and creating simple command files. The course also teaches participants advanced indexing concepts and how these concepts can enhance dBASE usage.

Who Should Enroll

Experienced users of dBASE III PLUS

Prerequisites

dBASE III PLUS Introduction (BDB3), dBASE III PLUS (KDB3), or experience using the basic features of dBASE III PLUS

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Delivering Testimony (DT)

This course provides guidance and practice in preparing and delivering effective testimony, including responding to questions after formal presentations. Participants also develop techniques and strategies to strengthen their skills.

Who Should Enroll

Management level evaluators and senior executives who prepare and deliver testimony (required for all executive candidates)

Prerequisites

None

Instruction Methods

Lecture, discussions with GAO executives, videotaping with instructor and peer critiques

Length

2 days

CPE Credits

16 (all government related)

Status

Available

DOS Fast Start Plus (ZDOS)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based simulation training program. No computer knowledge or ability is required. The course covers basic DOS skills (keyboard, DOS commands, working with files, DOS command index), hard disk skills (hard disk system, setting a path, organizing a hard disk, working with directories, backup and restore), and advanced DOS skills (speedy command entry, creating batch files, redirecting output, advanced DOS command index). The course is available on a 5¼" low density disk. If a 3½" or a high density disk is required, please make special arrangements through the training coordinator.

Who Should Enroll

Employees with little or no micro-computer or DOS experience

Prerequisites

None

Instruction Methods

Self-paced, computer-based simulation training program

Length

6 hours average

CPE Credits

6 (0 government related)

Status

Available

DYL-280 II Advanced (ADYL)

This course teaches participants the advanced principles of records storage and retrieval using the capabilities of the DYL-280 II to store, retrieve, compute, and analyze data for audit assignments. Topics include library maintenance, indexing, fixed position printing, multiple report printing, and error analysis.

Who Should Enroll

Technical assistance staff and ADP specialists

Prerequisites

DYL-280 II Basic (BDYL) or equivalent knowledge

Instruction Methods

Lecture, case study, exercises, hands-on practice

Length

3 days

CPE Credits

24 (4 government related)

Status

Available

DYL-280 II Basic (BDYL)

This course teaches participants the basic principles of data storage and retrieval using the capabilities of the DYL-280 II to restore, retrieve, compute, and analyze data for audit assignments. Topics include data retrieval concepts, DYL-280 II capabilities, computer operating system concepts, job control language commands, and DYL-280 II routines.

Who Should Enroll

Technical assistance staff and ADP specialists

Prerequisites

A basic knowledge of computers and knowledge of a text editor (e.g., WYLBUR or ALPHA)

Instruction Methods

Lecture, case study, hands-on practice

Length

3 days

CPE Credits

24 (4 government related)

Status

Available

Economy and Efficiency Reviews (EER)

This course provides participants with guidance on how to conduct reviews that assess how well agencies are administering their programs. The emphasis is on detecting opportunities to improve economy and efficiency in operations. The course focuses on developing the necessary elements of a finding and what must be considered when determining criteria, condition, cause, and effect. The course will cover how to identify problems with organizational structure, processes, and practices, as well as program operations.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for summer 1991

Effective Communication (EC)

This course defines communication, examines barriers to effective communication, and identifies techniques for improving communication with customers and colleagues. Participants practice techniques for effective listening and speaking.

Who Should Enroll

Administrative employees interested in improving their standard English speaking and listening skills

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for summer 1991

Effective Interviewing (EI)

This course presents effective interviewing techniques and provides participants with practice in applying these techniques. Topics include using effective listening and speaking skills, developing interview questions, and adhering to EEO policies and practices.

Who Should Enroll

Administrative employees responsible for interviewing job applicants

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for winter 1991

Effective OGC Audit Support (EOAS)

This course examines how effective attorney-evaluator working relationships contribute to the quality and timeliness of GAO's work. The course explores the issues affecting the role of attorneys in the audit process and the delivery of legal services. The goal of the course is to provide strategies and techniques to help attorneys offer timely, comprehensive, and effective assistance throughout the audit process.

Who Should Enroll

Highly recommended for developmental and upper level hire attorneys (minimum 6-12 months of service in OGC), recommended for full performance attorneys and Band II attorneys, and available to evaluators

Prerequisites

6-12 months OGC service

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Electronic Mail System (EMS)

This course reviews how to access and exit the House Information System electronic mail service, send and read mail messages, upload text created in WordPerfect as messages, save mail messages, display a directory of GAO users, and create mailing lists.

Who Should Enroll

Employees who plan to use GAO's electronic mail service

Prerequisites

Crosstalk XVI Introduction (BXTK) or equivalent helpful but not required

Instruction Methods

Lecture, discussion, hands-on practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

Emerging Issues Workshop (EIW)

This workshop provides an opportunity for managers and executives to work on topics of current and future interest to GAO. The course will focus on analyzing organizational issues and problems and developing strategies for resolution and action. Participants and leading experts on the topic/issue to be analyzed will be chosen based on current organizational needs, interests, and priorities.

Who Should Enroll

Management level evaluators and senior executives (by nomination only)

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Enhancing Employee Productivity (EEP)

This OCCD workshop helps participants understand their individual personality and the factors that professionally motivate and demotivate them. Participants will set goals for personal productivity, identify resources and barriers to achieving these goals, discuss specific techniques for increasing productivity, and develop an individual plan of action for implementing goals.

Who Should Enroll
Interested employees

Prerequisites
None

Instruction Methods
A variety of self-assessment instruments to identify personal interests, work preferences, and strengths and weaknesses

Length
2 days

CPE Credits
0

Status
Available

Essential Reading Skills (ERS)

This course teaches participants how to identify and use basic reading skills as a means to understanding, analyzing, summarizing, and drawing conclusions from job-related materials.

Who Should Enroll
Administrative employees interested in improving their reading skills

Prerequisites
None

Instruction Methods
To be determined

Length
To be determined

CPE Credits
0

Status
Projected for summer 1991

Essentials of Grammar (EOG)

This course emphasizes identifying and applying proper grammar and usage on the job. The course covers the elements of grammar (e.g., parts of speech, subject/verb agreement, active/passive voice, and modifiers), punctuation, capitalization, sentence types and construction, and common sentence construction errors.

Who Should Enroll
Administrative employees interested in improving their understanding and use of grammar

Prerequisites
None

Instruction Methods
To be determined

Length
To be determined

CPE Credits
0

Status
Projected for summer 1991

Ethics in the Federal Government (EFG)

This workshop provides participants with an awareness of ethical statutes and standards of conduct that govern GAO staff. The course also discusses the techniques used in reviewing ethical issues in audits or investigations. Major topics include financial disclosure requirements, criminal statutes, conflicts of interest, and standards of conduct.

Who Should Enroll

Employees who have not attended the ethics modules in Introductory Evaluator Training (IET) or Senior Orientation Seminar (SOS)

Prerequisites

None

Instruction Methods

Lecture, discussion, case study

Length

½ day

CPE Credits

4 (all government related)

Status

Available on request

Evaluation Design for Executives (EDX)

This course provides an overview of the major issues involved in designing evaluations. Participants discuss the management implications associated with each design choice; gain an understanding of the relationship between the questions asked and the design; and discuss the characteristics of survey, case study, correlational, and field research designs, as well as design options using existing data.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

Lecture, discussion, case study

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Evidence: Issues and Applications (EVID)

This course reviews GAO's standards of evidence and strategies for applying them in GAO's audit work. Topics include ensuring the quality of GAO's work, workpaper documentation and review techniques, assessing computer-based data, and judging the sufficiency of evidence.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

Introductory Evaluator Training (IET) or Senior Orientation Seminar (SOS)

Instruction Methods

Lecture, discussion, exercises

Length

2 days

CPE Credits

15 (all government related)

Status

Available

Executive Briefing Skills (EBS)

This course provides information on how to design, prepare, and deliver various types of presentations and briefings. Participants deliver presentations in class. Presentation strengths and weaknesses are discussed. Topics include preparation techniques, elements of effective delivery, and how to use audiovisual aids.

Who Should Enroll

Management level evaluators, GS-15 level employees, and senior executives

Prerequisites

None

Instruction Methods

Lecture, videotaped instruction, videotaping of participants with instructor and peer critiques

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Executive Candidate Development Program (ECDP)

This program, sponsored by GAO's Executive Resources Board, is intended to develop executive candidates for possible placement into executive positions. The program provides the candidates with a variety of internal and external training courses and developmental assignments. Internal training courses include Regional Organization and Operations Seminar (ROOS), Organizational Leadership in Human Resource Management (LHRM), Understanding and Coping with Organizational Change (UCOC), Delivering Testimony (DT), and Media Communications for Executives (MCX). ECDP varies in length depending on the individual needs of the participants.

Who Should Enroll

Executive candidates

Prerequisites

Selection into the program

Instruction Methods

Seminar, external training, developmental and mentor assignments

Length

18 months average

CPE Credits

Varies depending on the length of the courses taken in the program

Status

Available

Executive Guide to Grammar (ZEXE)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced program concentrating on the practical aspects of grammar in an easy-to-learn, non-academic presentation. Workbook exercises allow participants the chance to practice what has been presented. Subjects include the fundamentals of grammar, punctuation, common errors, active voice, writing guidelines, and proofreading symbols. Participants are expected to successfully complete a post-course test.

Who Should Enroll

Employees interested in a basic grammar refresher course

Prerequisites

None

Instruction Methods

Self-paced workbook

Length

12 hours average

CPE Credits

6 (0 government related)

Status

Available

Executive Summary Workshop (ESW)

This course focuses on the skills needed to plan, draft, and revise an effective executive summary. The course demonstrates how to apply these skills to letter reports and briefing documents. The course also reviews available guidance and standards from the Office of Policy and from each division. Participants plan and write an executive summary using a case study, review the summary for logic and presentation, and revise the summary based on the review. Participants apply these same principles to letter reports and briefing documents.

Who Should Enroll

Senior level and management level evaluators and reports analysts

Prerequisites

Knowledge of WordPerfect; Producing Organized Writing and Effective Reviewing (POWR) and Report Writing and Message Development (RWMD) recommended

Instruction Methods

Lecture, case study, group work, summary analysis with computer

Length

2 days

CPE Credits

16 (all government related)

Status

Projected for spring 1991

Federal Employment Law (FEL)

This course describes the rights and benefits afforded federal employees. Topics include history of the civil service system; current federal system for hiring, appraisal, and promotion; civil service protection and limitations; EEO/AA; the GAO personnel system; and the role of OGC in Federal Employment Law.

Who Should Enroll

Highly recommended for developmental attorneys and recommended for full performance attorneys and Band II attorneys

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Financial Management Initiatives Seminar (FMIS)

This seminar reviews financial management topics and GAO's initiatives for addressing major conceptual and structural problems in the federal financial management process.

Who Should Enroll

Senior level and management level auditors and evaluators

Prerequisites

Knowledge of federal financial management or Introduction to Federal Financial Management (IFFM)

Instruction Methods

Lecture, discussion

Length

½ day

CPE Credits

4 (all government related)

Status

Available

Finding and Using Legislative History (FULH)

This course provides hands-on training in legislative history research. Major topics include determining when to conduct legislative history research, locating needed legislative history documents, determining legislative intent, identifying useful GAO resources, determining priorities for sources, and identifying and avoiding common problems. The course also provides information on the principles of statutory construction and guidelines for citing findings and maintaining references.

Who Should Enroll

Highly recommended for developmental attorneys and recommended for attorneys and supervisors involved in statutory construction and legislative history issues

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Formatting GAO Correspondence (FGC)

This course emphasizes proper format of letters, memos, and other correspondence; guidance on stationery and envelope use; and distribution. The course covers identifying and using reference tools and preparing letters and memos for the signature of GAO officials. Exercises focus on preparing correspondence.

Who Should Enroll

Administrative employees responsible for formatting letters and memorandums

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or equivalent experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, demonstration, exercises

Length

1 day

CPE Credits

0

Status

Available

Fraud Awareness (FRAU)

This course reviews the evaluator's role and responsibilities in detecting fraud and other illegal acts. The course also provides information on GAO's initiatives in the 14 designated high-risk areas and the role of GAO's Office of Special Investigations. Topics include the U.S. justice system; fraud statutes; and fraud in specialized areas, such as information systems.

Who Should Enroll

Senior level and management level evaluators

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Fundamentals of Spelling (FOS)

This course covers spelling rules, techniques, reference tools, and how to recognize commonly misspelled and misused words. The course emphasizes applying this information to the job.

Who Should Enroll

Administrative employees interested in improving their spelling skills

Prerequisites

None

Instruction Methods

Lecture, discussion, tests

Length

1 day

CPE Credits

0

Status

Available

GAO, Congress, and the Environment (GCE)

This seminar explores GAO's relationships with its environment — the Congress, executive branch agencies, public interest groups, the media, and other key information users. Speakers include congressional staffers, executive branch officials familiar with GAO, active reporters and journalists who use GAO reports, and representatives of other associations and groups. The speakers describe how they use GAO results and typically speak frankly about what they see as the strengths and weaknesses of GAO's work. The Office of Congressional Relations and the Office of Public Affairs direct the first 2 days of the course, held on Capitol Hill. The third day of the course, held at GAO headquarters, is organized by one of GAO's Assistant Comptroller Generals and includes dialogues with top managers.

Who Should Enroll

Management level evaluators and GS-15 level employees responsible for some aspect of audit/evaluation work

Prerequisites

None

Instruction Methods

Panel discussion, group work

Length

3 days

CPE Credits

24 (all government related)

Status

Available

General Budget Process (GBP)

This seminar describes GAO's budget process, clarifies the authorities of offices and divisions, defines budget terminology, and provides general budget guidelines to use on the job.

Who Should Enroll

Administrative employees responsible for preparing and maintaining budgets

Prerequisites

Workplace Math (WM) or equivalent skill level

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for summer 1991

Government Contract Law (GCL)

This course reviews the government's contracting process and emphasizes the Competition in Contracting Act of 1984. It chronicles the life of a procurement, including statutes and regulations governing the process, how the government defines and publicizes its needs and solicits and evaluates offers, special factors affecting the contract award, principal problems arising during contract performance, mechanisms to resolve protests of contract awards and performance disputes, and contract administration.

Who Should Enroll

Highly recommended for developmental attorneys, recommended for full performance attorneys and Band II attorneys, and available to evaluators

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Graphics Workshop (GRAF)

This workshop provides a systematic approach to developing appropriate and persuasive graphics. Major topics include the graphics styles and standards used in GAO reports, the graphics lexicon, the process for selecting and developing appropriate graphics, GAO hardware and software (such as Instant Chart and TextFrame), and other graphics support resources. Exercises focus on designing appropriate graphics for current job assignments.

Who Should Enroll

Staff level and senior level evaluators, writers/editors, reports analysts, technical specialists, and employees who integrate graphics into reports or testimony

Prerequisites

None

Instruction Methods

Lecture, slides, hands-on practice

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Health Advocacy Program (HAP)

This OCCD workshop provides a comprehensive approach to help participants achieve healthy lifestyles and behaviors, decrease overall health risks, and increase their sense of well-being. Participants develop goals, initiatives, and action plans. Throughout the year, scheduled follow-up sessions and surveys provide continuing support and guidance.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Pre- and post-course health assessments are required; lecture, discussion, direct feedback on health status, and behavior modification guidelines and techniques

Length

2 days

CPE Credits

0

Status

Available

Human Resource Management Series (HRM)

This series provides participants with opportunities to update their knowledge of human resource management issues through discussions with GAO and external experts. The series' topics are selected to reflect new research results and/or organizational needs and interests; therefore, topics are determined as the series' meetings are scheduled.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Individual Performance Development (IDP)

This course provides an overview of the supervisor-staff relationship and roles and responsibilities. The course also provides an understanding of the impact of an individual's behavior on others in their unit and instructs staff in how to effectively participate in performance development, including taking part in the expectation-setting process of performance management.

Who Should Enroll

Administrative employees

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for winter 1991

Individual Stress Management Workshop (ISMW)

This OCCD workshop covers the nature of stress and methods for managing it. Participants learn to assess the stress level in their life and develop individual plans to reduce and manage stress. Participants also learn and practice several kinds of stress reduction and management techniques. Participants should dress comfortably.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, group discussion, video, practice of stress management techniques

Length

2 days

CPE Credits

0

Status

Available

Information Resources Management and Technology (IRMT)

This course provides participants with an overview of information management and technology, their uses, and their impacts on organizations, and of the approaches and strategies for effectively modernizing a large, complex organization and operation. Particular attention will be given to federal government policies, programs, and organizations and how they may change in the decades ahead; and how GAO work can help assure efficient and effective policies, designs, and implementation.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1991

Information Resources Management Overview (OIRM)

This course reviews the evolution of information management. Topics include current legislation and executive policy requirements for IRM; IRM terminology; components of IRM; information life cycle; IRM functions; ADP operations; information users; and information problems, causes, and effects.

Who Should Enroll

Evaluators and other employees with limited computer audit experience and other employees who work in an information management environment

Prerequisites

ADP and Data Communications Introduction (ADPC) or knowledge of automated information systems technology

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for winter 1991

Information Technology Acquisition (ITAQ)

This course provides participants with an in-depth look at system life cycle development and acquisition processes, OMB involvement in the acquisition process, and the necessity for an acquisition plan and strategy. Topics include federal acquisition policies; the relationship of the automated information system to acquisition process versus the system life cycle development process; needs determination and requirements analysis; preparation of solicitation documents; and the solicitation, evaluation, and award processes.

Who Should Enroll

Evaluators and other employees with limited computer audit experience and other employees who work in an information management environment

Prerequisites

ADP and Data Communications Introduction (ADPC) or knowledge of automated systems technology

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for winter 1991

Instructor Training Advanced (ITA)

This course helps experienced instructors to improve their teaching skills. Topics include reviewing adult learning methods; using a training style inventory; using case study, role playing, and small group problem solving techniques; developing recovery skills; and practicing instruction skills.

Who Should Enroll

Experienced GAO trainers/instructors interested in strengthening their training/instruction skills

Prerequisites

New Instructor Training (ITN) or comparable training

Instruction Methods

Lecture, presentation, group discussion, case study, group work, role playing

Length

2 days

CPE Credits

16 (0 government related)

Status

Available

Intermediate Writing Workshop (IWW)

This course reviews the writing process — planning, drafting, and revising. Major topics include purpose, audience, the writer's role, structure and diction, drafting the product, revising paragraphs and sentences, and collaborative writing. Participants plan and draft a document during the course.

Who Should Enroll

Staff level evaluators with 6-12 months experience

Prerequisites

None

Instruction Methods

Lecture, exercises

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Interpersonal Conflict Management for Employees (ICME)

This OCCD workshop explores advantages and disadvantages of common conflict management styles and applies collaborative conflict management strategies to both work and nonwork situations.

Who Should Enroll

Interested employees

Prerequisites

Positive Communication Skills (PCS) or instructor permission

Instruction Methods

Lecture, experiential learning

Length

1 day

CPE Credits

0

Status

Available

Introduction to Federal Financial Management (IFFM)

This course reviews the concepts of effective financial management with attention to the major laws, regulations, and policies governing financial management in the federal government. Topics include concepts and practices of a modern financial management structure, the roles and relationships of the organizations that establish and influence federal financial management policy, and recent federal and GAO financial management initiatives.

Who Should Enroll

Employees who regularly perform financial management work

Prerequisites

None

Instruction Methods

Lecture, discussion, agency presentations, case study, video

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Introduction to Financial Auditing (IFA) (formerly, CARE: Basic Financial Auditing)

This course provides an overview of GAO's methodology for performing financial statement audits, including planning, internal control, substantive testing, and reporting. The course focuses on those aspects of the audit generally performed by the first-time auditor, i.e., internal control review and substantive testing. Case studies and exercises from actual audits illustrate the application of these techniques.

Who Should Enroll

Employees who perform financial statement audits

Prerequisites

None

Instruction Methods

Lecture, discussion, case study, video, exercises

Length

5 days

CPE Credits

40 (all government related)

Status

Available

Introduction to Procurement and Contracts (IPC)

This course provides evaluators with the fundamentals of federal contracting they need to conduct audits. Major topics include procurement laws and regulations, the acquisition process, types of specifications, methods of procurement, developing evaluation criteria and source selection plans, and contract administration.

Who Should Enroll

Staff level and senior level evaluators responsible for conducting audits in procurement and contract areas

Prerequisites

None

Instruction Methods

Lecture, discussion, case study

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Introductory Administrative Staff Training (IAST)

This course introduces new administrative staff to GAO's mission, structure, culture, policies and procedures, and work. The course emphasizes customer service (professionalism, telephone courtesy, and reception), teamwork, time and attendance preparation, local travel, scheduling, professional growth and development, transferring training, and an overview of the performance appraisal system.

Who Should Enroll

New administrative and technical support employees

Prerequisites

None

Instruction Methods

Lecture, discussion, presentation, exercises, role playing

Length

5 days

CPE Credits

0

Status

Available

Introductory Evaluator Training (IET)

This course is intended to orient new evaluator staff joining GAO. The course provides an overview of GAO's work and gives participants opportunities to develop effective communication skills for interviewing, writing in the GAO style, and delivering oral presentations. Major topics include the history of GAO, the roles and responsibilities of regional offices, issues facing GAO, assignment execution processes, types of data collection, policies and procedures, tips and techniques for successful interviewing, congressional relations, and career development.

Who Should Enroll

Staff level evaluators within their first 2 months with GAO

Prerequisites

Preparing Workpapers (ZPWP)

Instruction Methods

Lecture, presentations by top management officials, panel discussion, visit to the Hill, videotaped interviews and oral presentations with instructor and peer critiques, writing skills practice and assessment, exercises

Length

8 days

CPE Credits

56 (all government related)

Status

Available

Issue Area Management (IAM)

This course provides information on building and maintaining effective participation in the networks of people (both in government and in the private sector) who are involved in an issue area. The course also provides information on identifying and defining emerging issues, determining the history and roots of the issues, integrating those issues with current issues and congressional interests, and developing input to GAO's strategic plans for the next 3-5 years. Major topics include policies and practices for external issue area relations, a framework for identifying and defining emerging and potential issues, the GAO issue area planning process, and maintaining an issue area plan.

Who Should Enroll

Senior level and management level evaluators with issue area management responsibility

Prerequisites

None

Instruction Methods

Lecture, case study, video

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Leadership Series (LS)

This course is a series of workshops designed to improve leadership skills. The workshop topics include problem solving, time management, conflict management, coaching, and counseling.

Who Should Enroll

Administrative employees with leadership or supervisory responsibilities

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for winter 1991

Legal Analysis and Writing (LAW)

This course provides guidelines for writing and reviewing various OGC documents. The course defines the components of and identifies the style criteria for each document; reviews the basic rules of grammar, style, and organization with an emphasis on legal analysis; and clarifies the OGC process, guidelines, and techniques for reviewing written materials.

Who Should Enroll

Highly recommended for developmental attorneys and recommended for full performance and Band II attorneys

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Local Area Network Overview (LANO)

This course introduces participants to the operation of LAN. The course covers what LAN is, the advantages offered by LAN at GAO, LAN access methods, and connecting microcomputer workstations to the network. Participants receive an individual user identification name and instruction in changing passwords to protect LAN accounts. Participants also practice many common network operations: logging on and off, sending electronic mail messages, checking electronic mailboxes, transferring data files between the network and microcomputer workstations, transferring files to an electronic mailbox, deleting files and mail messages, and creating and using temporary storage areas.

Who Should Enroll

Employees who plan to use file transfer and electronic mail on a LAN

Prerequisites

Microcomputers Introduction (BDOS) or DOS Fast Start Plus (ZDOS)

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Local Area Network Refresher (LANR)

This course reviews at an accelerated pace the basic fundamentals of electronic mail and file transfer procedures. Topics include common network operations, such as logging on and off, sending electronic mail messages, checking electronic mailboxes, transferring data files between the network and microcomputer workstations, transferring files to electronic mailboxes, deleting files and mail messages, and creating and using temporary storage areas.

Who Should Enroll

Employees who have been introduced to the basic features and functions of LAN but who have minimal experience with LAN

Prerequisites

Local Area Network Overview (LANO) or equivalent experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

½ day

CPE Credits

3 (0 government related)

Status

Available

Lotus 1-2-3 Basic Refresher (BLR)

This course reviews creating and saving spreadsheets, constructing simple formulas to perform calculations, printing spreadsheets, replicating formulas with the copy command, and using the slash (/) command menu.

Who Should Enroll

Employees who have been introduced to the basic features and functions of Lotus 1-2-3 but who have had minimal experience with the program

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Fast Start Plus Basic (ZLTB), or minimal Lotus 1-2-3 experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Lotus 1-2-3 Data Base Management (ILDB)

This course teaches experienced users the techniques of Lotus 1-2-3 data base management. In addition to covering basic data base management concepts, participants learn to establish a data base in a spreadsheet, use the 1-2-3 data commands to sort and locate data based on user-supplied criteria, identify the criteria and output ranges, query the data base and extract data, create complex queries, use @IF statements, and review the 1-2-3 data base statistical functions.

Who Should Enroll

Intermediate Lotus 1-2-3 users

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Fast Start Plus Basic (ZLTB), or experience in using basic Lotus 1-2-3 features and functions

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Lotus 1-2-3 Data Tables (ALDT)

This course teaches experienced Lotus 1-2-3 users to create data tables for repetitive calculations based on one or two variables. Participants learn basic concepts of the data table feature, creating data tables, determining the elements of tables, and setting table ranges. Participants may bring sample applications to class for the afternoon workshop.

Who Should Enroll

Advanced Lotus 1-2-3 users

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Fast Start Plus Basic (ZLTB), or experience using basic and intermediate Lotus 1-2-3 features and functions

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Lotus 1-2-3 Design and Methodology (ALDM)

This course, specifically designed for GAO evaluators experienced in Lotus 1-2-3 basic functions, emphasizes choosing the right Lotus 1-2-3 tool(s) needed for an assignment. Using a case study, participants learn to use Lotus 1-2-3 to assist in project design and analysis (sorting, data extraction, and data tables). The course reviews and applies the analytical tools in Lotus 1-2-3 to answer specific questions posed by the case study.

Who Should Enroll

Evaluators who use Lotus 1-2-3

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Fast Start Plus Basic (ZLTB), or Lotus 1-2-3 experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (all government related)

Status

Available

Lotus 1-2-3 Fast Start Plus Advanced (ZLTA)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based simulation training program. Topics include locating records in a data base, extracting records from data bases, creating graphs, aligning labels, setting the date, combining worksheets, creating and using macros, advanced formatting, system status, and the command index. The course is available on a 5¼" low density disk. If a 3½" or a high density disk is required, special arrangements can be made through the training coordinator.

Who Should Enroll

Employees who need to use advanced Lotus 1-2-3 version 2.2 features

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Fast Start Plus Basic (ZLTB), or experience using basic Lotus 1-2-3 features and functions

Instruction Methods

Self-paced, computer-based simulation training program

Length

3 hours average

CPE Credits

3 (0 government related)

Status

Available

Lotus 1-2-3 Fast Start Plus Basic (ZLTB)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based simulation training program. No computer knowledge is required. Topics include special Lotus 1-2-3 keys, an overview of Lotus 1-2-3, the command structure, cell entries, retrieving and saving, printing, sorting a database, copying, using range names, formatting cells, setting column widths, Lotus 1-2-3's help feature, and the command index. The course is available on a 5¼" low density disk. If a 3½" or a high density is required, special arrangements can be made through the training coordinator.

Who Should Enroll

Employees who need to produce schedules and other spreadsheets using Lotus 1-2-3

Prerequisites

None

Instruction Methods

Self-paced, computer-based simulation training program

Length

4 hours average

CPE Credits

4 (0 government related)

Status

Available

Lotus 1-2-3 Financial Functions Workshop (LWS1)

This workshop demonstrates the use of Lotus 1-2-3's financial functions, which are used to calculate loans, annuities, and cash flows for specific time periods. Participants learn how Lotus 1-2-3's built-in financial functions, @NPV and @IRR, calculate the return on investments; how @PV, @FV, and @PMT perform loan and annuity calculations; and how @RATE, @TERM, and @CTERM perform compound growth calculations. The group discussion that follows the demonstration addresses questions and explores applications.

Who Should Enroll

Advanced Lotus 1-2-3 users interested in using the financial function capability of Lotus 1-2-3

Prerequisites

Basic knowledge of Lotus 1-2-3

Instruction Methods

Lecture, discussion, demonstration

Length

1½ hours

CPE Credits

2 (0 government related)

Status

Available

Lotus 1-2-3 Graphics (ILG)

This course teaches experienced users to effectively create pie, line, and bar charts from a Lotus 1-2-3 spreadsheet. Participants learn useful guidelines and objectives for designing effective graphs, creating graphs using the slash (/) graph commands, creating simple graphs using @IF statements, and printing graphs using the printgraph utility.

Who Should Enroll

Intermediate Lotus 1-2-3 users interested in producing graphs using Lotus 1-2-3

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Fast Start Plus Basic (ZLTB), or experience using basic Lotus 1-2-3 features (including range names)

Instruction Methods

Lecture, discussion, hands-on practice

Length

½ day

CPE Credits

3 (0 government related)

Status

Available

Lotus 1-2-3 Introduction (BL)

This course teaches participants to create simple spreadsheets by entering labels, values, and formulas; save and print spreadsheets; change the format of values to display dollar signs and commas; copy and replicate formulas; use the command menu; and apply Lotus 1-2-3 to GAO work. Participants receive ample opportunity for hands-on application of these skills.

Who Should Enroll

Employees who need to produce schedules and other spreadsheets using Lotus 1-2-3

Prerequisites

Microcomputers Introduction (BDOS), Using Personal Computers (KUPC), or DOS experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, hands-on practice

Length

2 days

CPE Credits

14 (0 government related)

Status

Available

Lotus 1-2-3 Logical Functions Workshop (LWS2)

This workshop demonstrates the use of Lotus 1-2-3's logical functions, used to perform calculations based on conditional statements and special situations. A group discussion follows the demonstration to answer questions and explore applications. Participants learn how to use @IF in conditional statements, @ISNA and @ISERR to trap errors, @ISNUMBER and @ISSTRING to check a cell's aspect, and @TRUE and @FALSE to check for errors.

Who Should Enroll

Advanced Lotus 1-2-3 users interested in using the logical function capability of Lotus 1-2-3

Prerequisites

Basic knowledge of Lotus 1-2-3

Instruction Methods

Lecture, discussion, demonstration

Length

1½ hours

CPE Credits

2 (0 government related)

Status

Available

Lotus 1-2-3 Macros (ALM1)

This course teaches experienced users to effectively create and use macros to perform repetitive functions. Participants learn basic macro concepts and their practical applications; the 1-2-3 macro language; planning, creating, and debugging macros; creating custom macro menus; and documenting macros properly.

Who Should Enroll

Advanced Lotus 1-2-3 users

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Fast Start Plus Basic (ZLTB), or experience using basic and intermediate Lotus 1-2-3 features and functions

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Lotus 1-2-3 Printing (ILP)

This course teaches experienced Lotus 1-2-3 users basic and advanced print functions. Participants learn the operation of the Epson FX-185 printer, Lotus printer installation procedures, print options, printing nonadjacent cell ranges, printing a spreadsheet with cell formulas, obtaining special printing effects using printer control codes, and creating ASCII print files.

Who Should Enroll

Intermediate Lotus 1-2-3 users

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Fast Start Plus Basic (ZLTB), or experience using basic Lotus 1-2-3 features and functions

Instruction Methods

Lecture, discussion, hands-on practice

Length

½ day

CPE Credits

3 (0 government related)

Status

Available

Lotus 1-2-3 2.2 from Lotus 1-2-3 2.1 (L22)

This course helps participants make the switch from Lotus 1-2-3 2.1 to Lotus 1-2-3 2.2. Major topics include changes to existing 2.1 features and new 2.2 features, such as linking spreadsheets, search, undo, and the macros' learn mode. The course also presents techniques for quickly using the increased capabilities of 2.2.

Who Should Enroll

Experienced Lotus 1-2-3 2.1 users who will be using Lotus 1-2-3 2.2

Prerequisites

Basic knowledge of Lotus 1-2-3 2.1

Instruction Methods

Lecture, discussion, hands-on practice

Length

½ day

CPE Credits

3 (0 government related)

Status

Available

Management Briefing: EEO Responsibilities (EEO)

This course provides an overview and explanation of EEO laws and regulations. The primary objectives of the course are to increase participants' awareness of their EEO/AA responsibilities and reaffirm GAO's commitment to EEO/AA. Course emphasis is on good management techniques for creating an EEO work environment.

Who Should Enroll

Supervisors and managers

Prerequisites

None

Instruction Methods

Lecture, discussion, video, exercises

Length

½ day

CPE Credits

4 (all government related)

Status

Available


**Management Level
Promotion Program (B3P)**

This program provides information about the roles and responsibilities of newly promoted management level evaluators. Participants are provided with information about current GAO initiatives. Major topics include key expectations for planning and reporting and human resource management, and the challenges facing management level evaluators. The design, content, and delivery of this program vary from year to year.

Who Should Enroll

Newly promoted management level evaluators

Prerequisites

None

Instruction Methods

Presentation, addresses by GAO executives, panel discussion

Length

1½ days

CPE Credits

12 (all government related)

Status

Available

**Managerial Assessment
and Planning (MAP)**

This workshop provides participants with information regarding their managerial behavior and competencies from a variety of sources, including inventories, simulations, and exercises. The course focuses on action planning to build on managerial strengths and to address weaknesses.

Who Should Enroll

Senior level and management level evaluators

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1991

**Managerial
Decisionmaking (MD)**

This course provides participants with information and practice on a systematic approach to analyzing problems. The course emphasizes making decisions, avoiding future problems, and handling complex issues. Presented in a four-module format, participants learn questioning methods, view video scenarios, and review real-life case studies to reinforce learning.

Who Should Enroll

Senior level evaluators and GS-13 and -14 level employees

Prerequisites

None

Instruction Methods

Lecture, case study, video

Length

3 days

CPE Credits

24 (0 government related)

Status

Available until fall 1991

Managerial Leadership (ML)

This course helps organizational problem solvers and decision-makers determine when and how to effectively involve other people in work problems and issues. The course teaches participants about the effects their leadership behavior may have on productivity, people, and time.

Who Should Enroll

Senior level evaluators and GS-13 and -14 level employees

Prerequisites

None

Instruction Methods

Lecture, discussion, case study

Length

2½ days

CPE Credits

20 (0 government related)

Status

Available until fall 1991

Managing for Productivity (MFP)

This workshop provides information on methods for improving productivity and quality in GAO work at the individual, work group, and organization levels. Major topics include motivation, managing change and diversity, and participative management. Exercises focus on problem solving and communication techniques.

Who Should Enroll

Senior level and management level evaluators and staff level evaluators with supervisory responsibilities

Prerequisites

None

Instruction Methods

Lecture, discussion, video, exercises

Length

3½ days

CPE Credits

29 (0 government related)

Status

Available

Managing Interdisciplinary Teams (MIT)

This workshop focuses on strategies for managing and coordinating the work of staff from different disciplines in order to develop well-functioning and effective work groups.

Who Should Enroll

Senior level and management level evaluators and staff level evaluators with supervisory responsibilities

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1991


Managing Multiple Responsibilities (MMR)

This course addresses the wide range of responsibilities of senior managers: multiple assignments management, audit site operations, regional office operations, planning, quality assurance, human resource management, congressional customer relationships, and office/issue area external relationships. This course will focus on ways to effectively manage these multiple responsibilities in order to meet diverse demands for products and services.

Who Should Enroll

Management level evaluators

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for winter 1991

Managing Organizational Change (MOC)

This workshop provides participants with an understanding of selected models for introducing and managing organizational change. The course also introduces other related topics, including necessary conditions for successful implementation of change and useful techniques to employ at successive stages of implementing change. Participants also have an opportunity to apply a change model to a real-job situation.

Who Should Enroll

Senior level and management level evaluators

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1991

Managing Personal and Organizational Change (MPOC)

This course provides information on managerial competencies, personal strengths, and developmental needs through participation in assessment exercises and simulations. The course reviews organizational change theories and issues and teaches participants to apply an organizational change model to specific job-related issues. Participants establish action plans designed to integrate individual and organizational goals for change.

Who Should Enroll

Management level evaluators and GS-15 level employees

Prerequisites

None

Instruction Methods

Residential course including lecture, discussions with GAO managers, case study, and assessment exercises

Length

5 days

CPE Credits

40 (20 government related)

Status

Available until summer 1991

Managing Writing (MW)

This course provides an overview of techniques for managing the report writing process, including planning for writing, organizing and presenting data, running effective message conferences, and using concurrent review and collaborative writing to achieve a timely and quality product. Participants will use a case study to plan, draft, revise, and review a document.

Who Should Enroll

Management level evaluators who manage the report writing process

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1991

Marketing Career Skills (MCS)

This OCCD workshop helps participants identify and refine the techniques necessary for professional advancement and career change. Special attention is given to writing a resume, preparing an SF-171, and practicing interviewing strategies. Networking approaches and how to locate sources of vacancy announcements and career information are also highlighted. This workshop does *not* address how to determine what career interests one might have, a topic that is covered in Career Planning for Employees (CPE).

Who Should Enroll

Interested employees

Prerequisites

Career Planning for Employees (CPE) taken within the past 12 months or instructor permission

Instruction Methods

Lecture, interviewing practice

Length

2 days

CPE Credits

0

Status

Available

Media Communications for Executives (MCX)

This course is designed to help executives develop the skills required to effectively provide media interviews. The course also provides participants with techniques to improve their interactions with all types of reporters and interview formats. Practice interviews are conducted in various settings, with each interview videotaped and critiqued. Practice scenarios include an across-the-desk network news interview, a remote hookup interview, and an interview with a print reporter.

Who Should Enroll

Senior executives and executive candidates

Prerequisites

None

Instruction Methods

Lecture, interview simulation under studio conditions, exercises

Length

1 day

CPE Credits

8 (6 government related)

Status

Available

Media Communications for Managers (MCM)

This workshop provides participants with information on methods used in communicating with the media. The workshop teaches participants how to organize information, think through message delivery, separate issues, distill, and make key points. Role playing and simulations will also be utilized. The workshop will focus on print journalism as well as the electronic media.

Who Should Enroll

Management level evaluators

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for summer 1991

Microcomputers Introduction (BDOS)

This course introduces the basic skills required to understand the microcomputer environment and DOS. Participants learn the terminology and concepts of personal computing; the difference between hardware and software; the purpose of DOS and its operations; the structure of the DOS command language; the DOS commands for viewing and managing directories, formatting floppy disks, copying files and disks, and deleting files. In addition, participants learn the key concepts of computer security and alternative methods of handling security issues. They also receive ample opportunity for hands-on application of these skills.

Who Should Enroll

Employees with little or no micro-computer or DOS experience

Prerequisites

None

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Microeconomics for Policy Analysis and Management (EA)

This seminar introduces participants to the concepts and techniques of microeconomics and discusses how GAO can use these concepts to design, conduct, and critique projects that employ microeconomic concepts and analysis methods. Examples for classroom discussion will be drawn from current GAO reports.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1991

Multivariate Analysis (MAN)

This course provides guidance on when and how to use a variety of multivariate analysis techniques such as multiple linear regression analysis, multivariate analysis of variance (MANOVA), factor analysis, and discriminant analysis.

Who Should Enroll

Staff level and senior level evaluators and technical assistance staff

Prerequisites

Knowledge of advanced descriptive and inferential statistics

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Myers-Briggs Type Indicator (MBTI)

This OCCD workshop increases participants' understanding of self and others through use of the MBTI, a popular psychological inventory. The workshop helps participants better appreciate personal differences between oneself and others in professional and personal relationships.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, exercises

Length

1 day

CPE Credits

0

Status

Available

New Employee Orientation (NEO)

This course is designed to provide new GAO employees with a general knowledge of GAO as an organization and how it does its work. Major topics include how GAO fits into the federal government, and GAO's mission, organization, and history. The morning is devoted to personnel processing of new employees.

Who Should Enroll

New employees at headquarters

Prerequisites

None

Instruction Methods

Lecture, discussion, video

Length

1 day

CPE Credits

3 (all government related)

Status

Available

New Instructor Training (ITN)

This course provides an overview of instruction techniques for individuals with little or no teaching experience. Topics include adult learning methods, presentation skills, using visual aids, skills for facilitating discussions, and practice training sessions.

Who Should Enroll

Trainers/instructors and potential trainers/instructors with little or no teaching experience

Prerequisites

None

Instruction Methods

Lecture, instruction aids, group discussion, skills practice with peer and expert critiques

Length

2 days

CPE Credits

16 (0 government related)

Status

Available

New Supervisors Seminar (NSS)

This course introduces new supervisors to their roles and responsibilities and provides them the opportunity to learn in depth several of the essential skills of effective supervisors. Topics include the supervisory process, managing the transition to supervisor, the performance management process, problem solving related to performance, motivation, effective communication, self-assessment and continuing professional development.

Who Should Enroll

Senior level evaluators and new supervisors at the staff level

Prerequisites

None

Instruction Methods

Lecture, presentation, discussion, video, case study, role playing

Length

3 days

CPE Credits

To be determined

Status

Projected for winter 1990

Organizational Leadership in Human Resource Management (LHRM)

This seminar prepares executive candidates for their HRM responsibilities. Among the topics covered are current issues in human resource management, the role of the issue area director in effectively managing managers, and the managerial role in employee assistance. The seminar also presents information on various GAO resources available for assistance.

Who Should Enroll

Executive candidates

Prerequisites

None

Instruction Methods

Lecture, panel discussion

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Performance Appraisal Training (PAT)

This workshop addresses the essential skills necessary for completing and communicating an accurate and thorough performance appraisal. The course helps participants to improve their understanding of and skills in differentiating between good and poor performance, observing and sampling performance, recording observations, avoiding rater errors, writing descriptive narratives, and communicating information to staff.

Who Should Enroll

Senior level and management level evaluators with rater responsibilities

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Personal Computer Hardware and Software Introduction (KLIT)/(ZLIT)

This course, available through the Educational Resources Unit's Distributed Training Service and Learning Center, is a self-paced program providing participants with a basic understanding of computer literacy. Topics include understanding what the PC can do for users, PC components and applications, memory and storage, peripherals, and operating systems and their functions. Participants are expected to complete a post-course test.

Staff who work in the GAO building register for KLAN, which is taken in the Learning Center. Staff who work at audit sites and regional offices register for ZLAN, which is sent to registrants.

Who Should Enroll

Employees interested in learning how a PC works

Prerequisites

None

Instruction Methods

Self-paced program using videotape and guidebook

Length

2 hours average

CPE Credits

1 (0 government related)

Status

Available

Policy Analysis (PA)

This course provides an introduction to policy analysis and practice using key policy analysis techniques. Discussions and case study exercises are concerned with defining and analyzing objectives, modeling, predicting the consequences of various alternatives, and related skills.

Who Should Enroll

Staff level and senior level evaluators with no formal training in policy analysis

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

Discussion, case study, exercises

Length

3 days preceded by 1/2-day assignment completed independently

CPE Credits

28 (all government related)

Status

Projected for winter 1990

Policy Analysis for Executives (PAX)

This course reviews the concepts and techniques of policy analysis, emphasizing how to structure a good analysis and assessment of common strengths and weaknesses.

Who Should Enroll

Management level evaluators and senior executives who have no formal training in policy analysis or who are interested in a refresher

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for summer 1991

Positive Communication Skills (PCS)

This OCCD workshop helps participants learn positive communication skills and apply them in situations they may previously have found difficult. The workshop helps participants listen to others effectively; honestly express feelings, thoughts, or needs comfortably; and exercise their rights without denying the rights of others.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, experiential learning exercises

Length

2 days

CPE Credits

0

Status

Available

Practical Internal Control Studies (PICS)

This course defines and clarifies evaluators' responsibilities for reviewing and reporting on internal control systems during GAO audits. The course focuses on the definition of internal controls, audit compliance with the internal control auditing standards, and how to incorporate internal control findings into GAO reports. Topics include the importance of auditing internal controls, approaches to auditing internal controls, and applying internal controls to the job.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, case study, video, exercises

Length

1 day

CPE Credits

7 (all government related)

Status

Available

Preparing Effective Presentations (PEP)

This course reviews presentation skills to produce clear, logical, and efficiently conducted briefings. Topics include communication barriers, types of presentations, audience analysis, delivery techniques, and the use of visuals and graphics.

Who Should Enroll

Staff level evaluators

Prerequisites

None

Instruction Methods

Lecture, expert presentation, film, videotaping of participants with instructor and peer critiques

Length

3 days

CPE Credits

24 (8 government related)

Status

Available

Preparing Effective Presentations for Administrative Staff (PEPA)

This course covers presentation skills that produce clear, logical, and effective briefings. Topics include communication barriers, types of presentations, audience analysis, delivery techniques, and the use of visuals and graphics.

Who Should Enroll

Administrative employees interested in developing oral presentation skills to deliver on-the-job presentations

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for winter 1991

Preparing Effective Presentations Refresher (PEPR)

This course reinforces and strengthens the oral communication skills identified in Preparing Effective Presentations (PEP). Major topics include a review of delivery techniques and suggestions for handling special situations as described by participants.

Who Should Enroll

Senior level evaluators and other employees interested in a refresher of the topics covered in Preparing Effective Presentations (PEP)

Prerequisites

Preparing Effective Presentations (PEP) within the last 5 years

Instruction Methods

Lecture, film, videotaping of participants with instructor and peer critiques

Length

1 day

CPE Credits

8 (2 government related)

Status

Available

Preparing Report Processing Forms and Packages (PRFP)

This course emphasizes using GAO's *Communications Manual* and identifies division resources that provide specific information on report processing procedures. The course reviews the process for preparing forms, packages, and reports.

Who Should Enroll

Administrative employees with report processing responsibilities

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for winter 1991

Preparing Workpapers (ZPWP)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced program providing participants with a basic understanding of the GAO workpaper process; the course is a prerequisite to Introductory Evaluator Training (IET). Topics include workpaper documentation, evidence and access to records, workpaper preparation, assembling workpaper binders/bundles, and safeguarding workpapers.

Who Should Enroll

New staff level, senior level, and management level evaluators who prepare and/or review workpapers

Prerequisites

None

Instruction Methods

Self-paced study of reading materials and study questions

Length

8 hours average

CPE Credits

4 (all government related)

Status

Available

Preventing Sexual Harassment (SHW)

This course provides an overview of GAO's policy (based on EEO guidelines and court decisions) regarding sexual harassment in the workplace. Topics include identifying conduct associated with and situations defined as sexual harassment, clarifying agency liability for sexual harassment, and establishing the manager's responsibility in preventing and responding to sexual harassment. Detailed information is presented on the steps one can take to prevent and respond to acts of sexual harassment in the workplace.

Who Should Enroll

Senior level evaluators and other employees with supervisory responsibilities

Prerequisites

None

Instruction Methods

Lecture, video, group exercises

Length

1/2 day

CPE Credits

4 (all government related)

Status

Available

Principles of Acquisition for Non-Procurement Staff (PANS)

This course highlights the designated non-procurement staff's role and authority in GAO's acquisition process. Major topics include understanding GAO's acquisition process, planning for and preparing the statement of work/specifications, methods of procurement, contract administration and termination, and the dispute process.

Who Should Enroll

Employees responsible for performing one or more of the phases involved in the contract acquisition and administration processes and other non-procurement personnel responsible for supervising and managing COTRs and procurement-related projects

Prerequisites

None

Instruction Methods

Lecture, presentation, discussion, case study, exercises

Length

2½ days

CPE Credits

20 (all government related)

Status

Projected for winter 1990

Principles of Appropriation Law (PAL)

This course provides an orientation to the principles of appropriation law, emphasizing case law and the Comptroller General's role interpreting federal fiscal laws. Major topics include the legislative processes pertinent to the enactment and interpretation of an appropriation statute and a detailed introduction to the statutory and administrative controls applicable to appropriations.

Who Should Enroll

Highly recommended for developmental attorneys and recommended for full performance attorneys and Band II attorneys

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Principles of Writing (PW)

This course covers identifying and using effective writing techniques and appropriate GAO format for correspondence. The course also reviews common grammar rules.

Who Should Enroll

Administrative employees responsible for drafting written products

Prerequisites

Essentials of Grammar (EOG)

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for summer 1991

Problem Recognition and Referral Briefing (PRRB)

This OCCD briefing discusses the effects of personal problems and substance abuse on job performance and presents strategies for managing troubled employees. Emphasis is given to understanding and dealing with substance abuse problems at work. The briefing explains the responsibilities in recognizing the warning signs of personal difficulties and referring employees for counseling when appropriate. The briefing outlines interventions used by managers and the interpersonal and organizational issues which arise when dealing with troubled employees. The briefing also outlines OCCD's consulting services for managers who are confronted with difficult office situations.

Who Should Enroll

Supervisors and managers

Prerequisites

None

Instruction Methods

Lecture, group discussion

Length

3 hours

CPE Credits

3 (0 government related)

Status

Available

Problem Solving and Decisionmaking (PSD)

This workshop focuses on problem solving and decisionmaking tools, highlighting their application to GAO technical and supervision issues. Topics include balancing demands, setting priorities, diagnosing problems, and identifying effective actions.

Who Should Enroll

Senior level and management level evaluators and staff level evaluators with supervisory responsibilities

Prerequisites

To be determined

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1991

Producing Organized Writing and Effective Reviewing (POWR)

This course focuses on improving readability of final drafts. Major topics include using deductive structure; writing strong paragraphs and sentences; and revising for unity, coherence, and readability. The course provides a common language for evaluators to discuss writing at GAO.

Who Should Enroll

Staff level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, group work, exercises

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Program Evaluation (PE)

This course provides information on principal methods for conducting program evaluation work. Major topics include an overview of the history of program evaluation in government, how to conduct an implementation analysis, selection of outcome measures, and experimental and quasi-experimental approaches to estimating program impacts.

Who Should Enroll

Staff level and senior level evaluators with little or no prior training in program evaluation methods

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Proofreading Techniques (PT)

This course includes identifying and using proofreading methods, editorial rules, proofreading marks, and desk references on the job. It also includes developing precision and accuracy in proofreading.

Who Should Enroll

Administrative employees responsible for proofreading their work and the work of others

Prerequisites

Knowledge of basic grammar principles

Instruction Methods

Lecture, discussion, exercises

Length

2 days

CPE Credits

0

Status

Available

Public Policy Processes and Issues (PPPI)

This course helps participants understand the dynamics of the public policy process. Major topics include the constitutional framework, identification of key players and their roles, jurisdictions and agendas, and the major issues likely to dominate the legislative agenda in the 1990s. Participants have an opportunity to relate their assignments to the public policy process to better understand requesting parties' needs and operating conditions.

Who Should Enroll

Senior level and management level evaluators interested in a discussion of GAO's role in the public policy process

Prerequisites

None

Instruction Methods

Lecture, case study, video

Length

3 days

CPE Credits

21 (all government related)

Status

Projected for winter 1991



Qualitative Methods (QM)

This course provides participants with information on three commonly used qualitative methods: content analysis, focus groups, and case studies. The course also describes how to carry out the methods and their utility in GAO's environment.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for fall 1991

Qualitative Methods for Executives (QMX)

This course provides participants with information on three commonly used qualitative methods: content analysis, focus groups, and case studies. The course also describes how to carry out the methods and their utility in GAO's environment.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

Evaluation Design for Executives (EDX), Analyzing Data for Executives (ADX), and Sampling for Executives (SAX) or Survey Methods for Executives (SVX)

Instruction Methods

Lecture, discussion, case study

Length

1 day

CPE Credits

8 (all government related)

Status

Projected for spring 1991

Questionnaires and Structured Interviews (QSIE)

This course reviews GAO's practices and policies regarding the use of questionnaires and structured interviews. Topics include drafting and diagnosing questions, conducting structured interviews, and overcoming resistance during structured interviews. Participants apply the concepts discussed in this course to their current assignments.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

Approach and Methodology Selection Workshop (AMS)

Instruction Methods

1 day independent study followed by lectures and exercises

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Recruiting for the 1990s (RECR)

This course provides information designed to help GAO recruiters effectively carry out key campus recruitment activities. Topics include analyzing and interpreting application documents, appropriate and effective interviewing, and interpreting and documenting the interview. Special emphasis is given to GAO's recruitment planning, the campus recruitment program, and the recruiting process. Participants conduct mock interviews and design recruitment strategies.

Who Should Enroll

New GAO recruiters

Prerequisites

None

Instruction Methods

Lecture, panel discussion, video, exercises, role playing

Length

2 days

CPE Credits

0

Status

Available

Recruitment Interviewing for Attorneys (RIA)

This course focuses on the knowledge and skills required to recruit highly qualified and capable individuals to fulfill OGC's work requirements. The course prepares recruiters to effectively interview potential candidates and to interpret and document interviews.

Who Should Enroll

OGC recruitment interviewers

Prerequisites

Approval of OGC management

Instruction Methods

Lecture, discussion, video

Length

1 day

CPE Credits

0

Status

Available

Referencing Financial Management Reports (REAP)

This course provides an understanding of the concepts and mechanics involved in referencing AFMD products. Topics include the importance of referencing and quality assurance; the distinctions between facts and inferences; the elements of sufficient, competent, and relevant evidence; and the mechanics of referencing.

Who Should Enroll

Employees who reference AFMD products

Prerequisites

3 years' experience in audit work

Instruction Methods

Lecture, case study, video, test

Length

1 day

CPE Credits

7 (all government related)

Status

Available

Referencing GAO Products (REGP)

This course provides an understanding of the concepts and mechanics involved in referencing GAO products. Topics include the importance of referencing and quality assurance; the distinctions between facts and inferences; the elements of sufficient, competent, and relevant evidence; and the mechanics of referencing.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

3 years' experience in audit and evaluation work or assignment as a referencer

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Regional Organization and Operations Seminar (ROOS)

This seminar provides executive candidates with an in-depth understanding of the regional offices' functions and how the regions relate to the organizations and activities of headquarters divisions. The seminar covers information about major activities in three regions, including the roles and responsibilities of regional management officials and key regional staff. The seminar also covers the management and operation of major regional functions, such as issue area planning, assignment management, human resource management, technical assistance groups, and audit sites and sublocations. Course content varies from region to region.

Who Should Enroll

Executive candidates

Prerequisites

None

Instruction Methods

Trips to three separate regional offices, discussions with management staff, presentation

Length

7 days total

CPE Credits

56 (all government related)

Status

Available

Report Review (RR)

This course provides a basic review of GAO report standards. Topics include major review considerations for each section of a GAO chapter report, including the executive summary; review considerations for evidence and the elements of a finding; general guidance from program divisions about letter reports and briefing documents; and suggestions for effectively providing review comments to staff. Participants analyze case studies to determine reporting problems and to identify possible solutions.

Who Should Enroll

Senior level and management level evaluators and reports analysts

Prerequisites

None; Producing Organized Writing and Effective Reviewing (POWR) and Report Writing and Message Development (RWMD) recommended

Instruction Methods

Lecture, presentation, case study

Length

1½ days

CPE Credits

12 (all government related)

Status

Available

Report Writing and Message Development (RWMD)

This course provides techniques for EICs to develop and present report messages and offers a refresher on topics covered in Producing Organized and Effective Reviewing (POWR). Topics include understanding the writing process, answering assignment questions, organizing and presenting data, conducting message conferences, and preparing an executive summary.

Who Should Enroll

Senior level evaluators, particularly EICs new to the job task of organizing data and reporting results

Prerequisites

None; *Intermediate Writing Workshop (IWW)* or *Producing Organized Writing and Effective Reviewing (POWR)* recommended

Instruction Methods

Lecture, presentations by GAO executives, case study, exercises/practice developing a report message

Length

3 days

CPE Credits

24 (all government related)

Status

Available

Retirement Planning Seminar (RPS)

This OCCD workshop informs participants of ways to plan for their retirement. Topics covered include financial planning, health concerns, tax and legal issues affecting retirement, use of leisure time, and personal and psychological concerns. Since retirement plans are more effective and realistic when both employees and spouses participate in the planning process, spouses are also invited to attend.

Who Should Enroll

Employees who plan to retire in 3-5 years

Prerequisites

None

Instruction Methods

Lectures by experts on various topics concerning retirement living

Length

3 days

CPE Credits

0

Status

Available

Running Effective Meetings (REM)

This course emphasizes the practical aspects of planning a meeting, including defining meeting objectives and considering alternative ways to achieve those objectives. Topics include conducting and following up a meeting, effectively managing a meeting (including task and human interaction and dealing with "problem people"), and action planning.

Who Should Enroll

Staff level and senior level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, presentation, simulation, film, exercises

Length

2 days

CPE Credits

16 (0 government related)

Status

Available

Running Effective Meetings for Administrative Staff (REMA)

This course covers planning, conducting, and following up on meetings. Topics include identifying the purpose, specifying objectives, and developing the agenda for the meeting; managing and closing the meeting; dealing with difficult members; and distributing the minutes of and evaluating the meeting. Participants apply these skills by planning and conducting a job-related meeting during the course.

Who Should Enroll

Administrative employees responsible for planning and running meetings

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for fall 1991

Sampling for Executives (SAX)

This course provides an overview of sampling methodology for senior managers and discusses illustrative jobs that require sampling respondents or records. Participants also examine probability and non-probability sampling methods, with emphasis on the issues of precision and bias. The steps necessary for selecting a sample are described in detail.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

Evaluation Design for Executives (EDX)

Instruction Methods

Lecture, discussion, exercises using a computer

Length

1 day

CPE Credits

8 (all government related)

Status

Available

SAS on the Mainframe (SAS)

This course provides information and experience in accessing and analyzing data files using SAS on the NIH mainframe.

Who Should Enroll

Technical assistance staff and evaluators who plan to use SAS on the mainframe

Prerequisites

Knowledge of computer data communications and basic statistical concepts

Instruction Methods

Lecture, exercises, hands-on practice using NIH mainframe

Length

3 days

CPE Credits

21 (8 government related)

Status

Available

SAS on the Personal Computer (SAPC)

This course provides participants with an understanding of SAS data files and procedures and SAS PC program writing methods. Topics include SAS display manager windows and function keys, SAS data sets, edit and print commands, retrieving SAS files, sorting, and applying frequencies in statistical techniques.

Who Should Enroll

Technical assistance staff and evaluators who use SAS on PCs for data analysis

Prerequisites

Basic knowledge of PCs, DOS, and statistical concepts

Instruction Methods

Lecture, exercises, hands-on practice

Length

3 days

CPE Credits

24 (10 government related)

Status

Available

Senior Level Promotion Program (B2P)

This program provides information about the roles and responsibilities of newly promoted senior level evaluators. Participants are provided with information about current GAO initiatives and receive training in EEO. Major topics include key expectations for planning and reporting and human resource management, challenges facing senior evaluators, and resources available to senior evaluators as they move into their new role. The design, content, and delivery of this program vary from year to year.

Who Should Enroll

Newly promoted senior level evaluators

Prerequisites

None

Instruction Methods

Presentation, addresses by GAO executives, panel discussion, video, exercises

Length

2 days

CPE Credits

15 (all government related)

Status

Available

Senior Orientation Seminar (SOS)

This course provides an introduction to GAO for upper level hires. Major topics include the types of GAO work and GAO's history, documentation and reporting policies and procedures, and interdisciplinary work force. The goal of the course is to enable new employees at the senior and above levels to assume full responsibilities as quickly as possible.

Who Should Enroll

Newly hired senior level and management level evaluators (Note: Upon consultation with the Institute, staff entering GAO at the full performance level may be nominated for SOS.)

Prerequisites

None; Preparing Workpapers (ZPWP) recommended

Instruction Methods

Lecture, presentations by top management officials, discussion

Length

3 days

CPE Credits

24 (all government related)

Status

Available

**Service Connection:
Telephone and Reception
(SCTR)**

This course covers identifying and using telephone and reception procedures, techniques, equipment, and resources. Topics include learning the policies, procedures, and responsibilities of the division or office and providing appropriate, courteous, and timely service.

Who Should Enroll

Administrative employees responsible for answering telephones and providing customer service

Prerequisites

None

Instruction Methods

Lecture, discussion, demonstration, video, exercises, role playing, critiques

Length

1½ days

CPE Credits

0

Status

Available

**Situational Leadership
(KSIT)**

This course, available through the Educational Resources Unit's Learning Center, is a self-paced supervision/management program based on the work of Dr. Paul Hersey. Participants interact with a computer and a videodisc to make leadership decisions and learn their primary and secondary leadership styles. The program automatically tailors the course delivery to help improve leadership skills by self-assessment, video simulations, and feedback.

Who Should Enroll

Employees with supervisory responsibilities

Prerequisites

None

Instruction Methods

Interactive videodisc

Length

10 hours average

CPE Credits

10 (0 government related)

Status

Available

**Spreadsheet Quality
Assurance (SSQA)**

This course is designed specifically for GAO evaluators who have experience with Lotus 1-2-3's basic functions. Using a hands-on approach, participants learn GAO spreadsheet documentation principles and apply these principles in validating spreadsheet data. Participants input macros and perform a demonstration of spreadsheet auditor.

Who Should Enroll

Evaluators who use Lotus 1-2-3

Prerequisites

Lotus 1-2-3 Introduction (BL), Lotus 1-2-3 Fast Start Plus Basic (ZLTB), or Lotus 1-2-3 experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Standardized Filing System (FSS)

This course reviews the standardized GAO-wide filing system, emphasizing filing, maintaining, retrieving, and discarding office records. Exercises focus on creating a files plan.

Who Should Enroll

Administrative employees responsible for filing

Prerequisites

None

Instruction Methods

Lecture, discussion, simulation of files plans, exercises

Length

1 day

CPE Credits

0

Status

Available

Statistical Package for the Social Sciences (SPSS)

This course teaches basic and advanced computer data analysis concepts and skills appropriate for assignments requiring manipulation and analysis of complex data. Topics include computer data analysis and the use of SPSS (Statistical Package for the Social Sciences).

Who Should Enroll

Technical assistance staff and evaluators who use or plan to use a statistical package to analyze data

Prerequisites

Knowledge of computer data communications and basic statistical concepts

Instruction Methods

Lecture, exercises, hands-on practice

Length

5 days

CPE Credits

34 (10 government related)

Status

Available

Statistics for Evaluators (STAT)

This course reviews basic statistical applications. Major topics include describing the characteristics of a population; various methods for statistically selecting a sample from the population; procedures for making population estimates from samples; and statistical testing, planning, and documentation. The course focuses on the application and use of statistics and sampling in GAO assignments.

Who Should Enroll

Staff level and senior level evaluators and other employees who need to understand statistics and sampling procedures

Prerequisites

None

Instruction Methods

Lecture, hands-on practice

Length

3½ days

CPE Credits

28 (all government related)

Status

Available


**Strategies for Overcoming
Writer's Block (OWB)**

This course identifies specific strategies and techniques for writing a first draft, overcoming procrastination, increasing fluency and power in writing, dealing with writing-related stresses, and developing an action plan for implementing change.

Who Should Enroll

Staff level and senior level evaluators, writers/editors, and reports analysts who experience writer's block

Prerequisites

None

Instruction Methods

Lecture, presentation, exercises

Length

1 day

CPE Credits

8 (0 government related)

Status

Available

**Survey Methods for
Executives (SVX)**

This course provides an overview of how structured interviews and questionnaires are developed, validated, and administered and the management considerations associated with each step. The course will also address the advantages and disadvantages of interviews versus questionnaires, issues of validity and reliability of survey instruments, generalizability of findings, and designs and plans for survey instruments. Participants examine technical issues associated with survey development in order to facilitate quality control.

Who Should Enroll

Management level evaluators and senior executives

Prerequisites

Evaluation Design for Executives (EDX) and Sampling for Executives (SAX)

Instruction Methods

Lecture, discussion, exercises

Length

1½ days

CPE Credits

12 (all government related)

Status

Available

**System Development and
Life Cycle Management
Overview (SDLC)**

This course reviews the phases of system development life cycle management and related activities for each phase. Topics include policy and guidance related to system development, system development phases, development of system components other than software, and effects of poor system development.

Who Should Enroll

New IMTEC employees, IMTEC employees with limited computer audit experience, and specialists who work in an information technology environment

Prerequisites

ADP and Data Communications Introduction (ADPC) or knowledge of automated information systems technology

Instruction Methods

Lecture, case study

Length

1 day

CPE Credits

8 (4 government related)

Status

Available

System Security for Computers (SSC)

This course provides participants with an understanding of physical security, software/hardware security, risk analysis, and contingency planning. Topics include the importance of computer security, techniques associated with system security, risk analysis and contingency planning, and system security precautions.

Who Should Enroll

Evaluators and other employees who work in a computer environment

Prerequisites

ADP and Data Communications Introduction (ADPC) or knowledge of automated information systems technology

Instruction Methods

Lecture, case study, exercises

Length

2 days

CPE Credits

16 (all government related)

Status

Available

Teaching Adults (KHTG)

This course, available through the Educational Resources Unit's Learning Center, is a self-paced program providing practical information for the new instructor. Lessons 1 through 5 (required for course completion) include adult learning theory, participative lecture, discussion methods, visual aids, and lesson planning and objectives. Lessons 6 through 8 are optional and include experiential methods, one-on-one instruction, and testing.

Who Should Enroll

Newly selected instructors waiting assignment to the New Instructor Training (ITN) course, and course developers interested in an overview of the training process

Prerequisites

None

Instruction Methods

Self-paced program using audio tapes and a workbook

Length

20 hours average

CPE Credits

20 (0 government related)

Status

Available

Teamwork (TW)

This course defines teams, discusses the importance of team efforts, and identifies the roles of team members. Topics include the function of teams at GAO, identifying the components of an effective team, applying techniques for detecting potential complications in a team setting, and negotiating and managing conflict in a team setting.

Who Should Enroll

Administrative employees who work in teams

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for summer 1991


Testing Compliance with Laws and Regulations (TCLR)

This course provides an overview of the "Yellow Book" requirements for testing and reporting on compliance with laws and regulations when performing a financial statement audit in accordance with generally accepted government auditing standards. The course provides insights into identifying applicable laws and regulations for testing as well as specific audit procedures for testing compliance. Reporting standards and criteria are also discussed.

Who Should Enroll

Employees involved in planning and reporting on financial statement audits

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Time and Attendance Reporting (TAR)

This course reviews the personnel/ payroll system and GAO policies and procedures for time and attendance (Form 484) preparation. Topics include leave and pay policies, prior pay period adjustments, leave error corrections, record retention, and timekeeper responsibilities. Exercises include correctly applying leave and pay policies and procedures to case studies.

Who Should Enroll

Administrative employees responsible for time and attendance reporting

Prerequisites

None

Instruction Methods

Lecture, case study, exercises

Length

1½ days

CPE Credits

0

Status

Available

Time Management (TM)

This course helps participants to increase their work efficiency by managing their time more effectively. The course includes methods for identifying and overcoming personal "time wasters," setting objectives and choosing priorities, using a time log, and delegating more effectively.

Who Should Enroll

Senior level and management level evaluators

Prerequisites

None

Instruction Methods

Lecture, discussion, video, exercises

Length

1 day

CPE Credits

8 (0 government related)

Status

Available

Time Series Analysis (TSA)

This course provides participants with information on the major uses and methods for conducting time series analyses. Major topics include linear regression, logarithmic regression models, and interrupted time series analysis for impact estimation.

Who Should Enroll

Technical assistance staff and evaluators interested in additional training in advanced statistics

Prerequisites

An introductory course in statistics which includes inferential statistics

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Scheduled on an as-needed basis

Travel (TRA)

This course covers identifying and using travel forms (orders and vouchers) for domestic, overseas, and local travel purposes. Topics include basic terminology in travel regulations, using GAO Order 0300.1 for information on per diem and actual subsistence rates, and authority for travel.

Who Should Enroll

Administrative employees responsible for preparing travel orders and/or verifying travel orders and vouchers

Prerequisites

None

Instruction Methods

Lecture, discussion, case study, exercises

Length

1 day

CPE Credits

0

Status

Available

Typing Made Easy (ZTME)

This course, available through the Educational Resources Unit's Distributed Training Services, is a self-paced program that teaches keyboarding to the non-typist. The lessons, geared to fit the user's error pattern, provide speed and accuracy drills and tests.

Who Should Enroll

Employees interested in developing keyboarding skills

Prerequisites

None

Instruction Methods

Self-paced, computer-based training program

Length

12 hours average

CPE Credits

0

Status

Available

Typing Skill Builder (ZTSB)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced program designed for experienced typists who want to increase their keyboarding speed and accuracy. Timed (up to 5 minutes) paragraphs of varying degrees of difficulty are available. The program automatically analyzes the user's typing skills and feeds this information back to the user.

Who Should Enroll

Employees interested in strengthening their keyboarding skills and increasing accuracy

Prerequisites

Minimum typing speed of 25 words per minute

Instruction Methods

Self-paced, computer-based training program

Length

12 hours average

CPE Credits

0

Status

Available

Understanding and Coping with Organizational Change (UCOC)

This seminar addresses the major theories and key concepts of organizational change. Topics include the impact of change on individuals, skills and techniques for leading/assisting organizational change, and discussions concerning major changes occurring in GAO.

Who Should Enroll

Executive candidates

Prerequisites

None

Instruction Methods

Lecture, discussion

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Update on Government Auditing Standards: Performance Auditing Emphasis (GAS)

This course reviews the Government Auditing Standards (Yellow Book), including detailed coverage of standards pertinent to performance audits and highlights of standards related to financial audits. Topics include authority and rationale for the standards and effective revisions and their applicability to GAO's audit work.

Who Should Enroll

Staff level evaluators and evaluators new to GAO

Prerequisites

None

Instruction Methods

Lecture, discussion, video, slides, case study, test

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Using Personal Computers (KUPC)

This course, available through the Educational Resources Unit's Learning Center, is a self-paced program covering basic computer concepts; use of input and output devices; the system unit; information storage; the operating system; and working with DOS, applications software, and communications.

Who Should Enroll

Employees interested in gaining a basic familiarity with computers

Prerequisites

None

Instruction Methods

Interactive videodisc

Length

8 hours average

CPE Credits

8 (0 government related)

Status

Available

Wellness Workshop (WELL)

This OCCD workshop provides participants with information about wellness and practical steps to improving health and well-being. The course focuses on general health concerns, stress management, nutrition, weight loss, and fitness.

Who Should Enroll

Interested employees

Prerequisites

None

Instruction Methods

Lecture, group discussion, video, practice of stress reduction techniques; pre-course health assessments are encouraged but not required

Length

2 days

CPE Credits

0

Status

Available

WordPerfect Automated Tables (AWP7)

This course introduces WordPerfect's automated tables feature. Major topics include creating, editing, and formatting tables; editing columns and rows; and editing table structures by adjusting size, joining and splitting cells, specifying line types and shading, and changing column widths and row heights.

Who Should Enroll

Experienced WordPerfect users

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

WordPerfect Document Preparation for Typesetting (PDDW)

This workshop introduces and reinforces the correct process to prepare documents for typesetting. Participants prepare documents in the proper GAO format detailed in PCC's *Typeset Documents: WordPerfect and Design Instructions*. Participants not only learn to create and edit documents and reports to conform to the GAO design standards but also to create and organize a report typesetting package. In addition, participants use tables and/or visuals in a document that conform to PCC guidelines and GAO design standards.

Who Should Enroll

Experienced WordPerfect users who need to prepare WordPerfect documents for typesetting

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

WordPerfect 5.1 Fast Start Plus Advanced (ZWPA)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based simulation training program. Topics include search and replace, mail merge and labels, spell checker and thesaurus, advanced file management, macros, windows and editing two documents, advanced formatting, page formatting, text columns and footnotes, outlining, styles, tables and math, and the WordPerfect feature index. The course is available on a 5/4" low density disk. If a 3/2" or a high density disk is required, special arrangements can be made through the training coordinator.

Who Should Enroll

Employees interested in enhancing their WordPerfect 5.1 skills

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or experience using the basic features of WordPerfect

Instruction Methods

Self-paced, computer-based simulation training program

Length

7 hours average

CPE Credits

7 (0 government related)

Status

Available

WordPerfect 5.1 Fast Start Plus Basic (ZWPB)

This course, available through the Educational Resources Unit's Distributed Training Service, is a self-paced, computer-based simulation training program. No computer knowledge is required. The course focuses on developing the ability to perform general word processing functions. Topics include the computer keyboard, introduction to word processing, the WordPerfect menu system, creating and saving documents, retrieving files, editing, margins and tabs, printing, deleting and restoring text, cut and paste, help features, basic files management, and the WordPerfect feature index. The course is available on a 5/4" low density disk. If a 3/2" or a high density disk is required, special arrangements can be made through the training coordinator.

Who Should Enroll

Employees who need to produce and revise documents in WordPerfect

Prerequisites

None

Instruction Methods

Self-paced, computer-based simulation training program

Length

6 hours average

CPE Credits

6 (0 government related)

Status

Available

WordPerfect 5.1 from WordPerfect 4.2 (WP51)

This course helps participants make the switch from WordPerfect 4.2 to WordPerfect 5.1. Major topics include concepts of inch orientation and proportional spacing, printing, formatting, absolute versus relative tabs, changing the paper size, viewing a document, font changes, automated tables, and graphics. The course also presents techniques for quickly using the increased capabilities of 5.1.

Who Should Enroll

Employees with basic knowledge of WordPerfect 4.2 who will be using WordPerfect 5.1

Prerequisites

Basic knowledge of WordPerfect 4.2

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect Form Letters (AWP1)

This course teaches experienced WordPerfect users to produce customized letters from a mailing list through WordPerfect's merge capabilities. Participants learn to create and edit form letters and mailing lists, output merged documents to the screen and printer, create forms using keyboard merge, and print labels and envelopes from mailing lists.

Who Should Enroll

WordPerfect users who produce mass mailings

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

½ day

CPE Credits

3 (0 government related)

Status

Available

WordPerfect Graphics (AWP6)

This course presents a basic introduction to using graphics in WordPerfect 5.1. Major topics include creating WordPerfect figures, importing graphics created in other programs, editing figures and boxes, and graphics lines.

Who Should Enroll

Experienced WordPerfect users

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect Helpful Hints (IWP2)

This course covers work-saving techniques in WordPerfect. Participants learn advanced cursor movement and blocking techniques, search and replace, setting margins and tabs, creating and using templates for forms and repetitive text, and creating and using simple macros.

Who Should Enroll

Experienced WordPerfect users interested in learning more advanced WordPerfect techniques

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

WordPerfect: Importing and Exporting Data (IWP1)

This course teaches the experienced user how to transfer data between WordPerfect and other programs. Concepts taught include ASCII format and the basic file structures of WordPerfect and other software packages. Participants learn how to import and export data and how to use the convert program to import dBASE data into a secondary merge file format. The course also covers importing Lotus 1-2-3 spreadsheet files into a WordPerfect document and establishing links with the Lotus 1-2-3 spreadsheet so that figures in a WordPerfect document are automatically updated when the spreadsheet is changed. (Knowledge of Lotus 1-2-3 and dBASE is not required.)

Who Should Enroll

Employees who need to import or export data while using WordPerfect

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or experience using the basic features of WordPerfect

Instruction Methods

Lecture, discussion, hands-on practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available

WordPerfect Introduction (BEWP)

This course introduces and reinforces the basic features and functions of WordPerfect. Participants learn how to effectively use WordPerfect to create, edit, and print documents. Topics include saving and retrieving documents; understanding WordPerfect's use of hidden codes; manipulating blocks of text; automatically checking spelling; setting margins, tabs, line spacing, and page length; typing tables; using the help feature to get on-line help; and using the WordPerfect manual.

Who Should Enroll

Employees who need to produce and revise documents in WordPerfect

Prerequisites

Microcomputers Introduction (BDOS), DOS Fast Start Plus (ZDOS), or DOS experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, discussion, hands-on practice

Length

2 days

CPE Credits

14 (0 government related)

Status

Available

WordPerfect Macros (AWP5)

This course introduces WordPerfect's macros feature, which allows users to automate repetitive word processing tasks in a variety of ways. The course also introduces the keyboard redefinition feature and its use in preparing alternate keyboards and assigning macros to keys.

Who Should Enroll

Experienced WordPerfect users

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect Refresher (BWPR)

This course teaches participants how to effectively use WordPerfect to create, edit, and print documents. Topics include hidden codes, block functions, spelling verification, formatting functions, margins, tabs, line spacing, and page length. The course also reviews the typing of tables, the use of the on-line help feature, and locating information in the WordPerfect manual.

Who Should Enroll

Employees who have been introduced to the basic features and functions of WordPerfect but who have had minimal experience using WordPerfect

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or minimal WordPerfect experience (some keyboard familiarity presupposed)

Instruction Methods

Lecture, group discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect Sort Features (AWP2)

This course introduces experienced users to WordPerfect's sort features. Topics include basic sorting concepts; rearranging lists in alphabetical order; sorting lines, paragraphs, and merge records; and defining fields on which to sort data.

Who Should Enroll

Employees with experience using the basic and form letters features of WordPerfect

Prerequisites

WordPerfect Introduction (BEWP) and WordPerfect Form Letters (AWP1), or experience using WordPerfect and the form letters feature

Instruction Methods

Lecture, discussion, hands-on practice

Length

½ day

CPE Credits

3 (0 government related)

Status

Available

WordPerfect Tab Settings for Charts and Tables (AWP4)

This course is designed for experienced WordPerfect users who want to add to their basic knowledge of WordPerfect tab settings. Topics include WordPerfect's tab settings for inputting simple and sophisticated tables and WordPerfect's math features. Participants learn to determine tab settings, use different tabs, input headings, move and delete columns, and set up charts to perform simple mathematical calculations.

Who Should Enroll

Experienced WordPerfect users who produce charts and tables

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

WordPerfect Text Columns (AWP3)

This course teaches experienced WordPerfect users how to define, input, and edit newspaper and parallel columns. The course also covers helpful tips and tricks which facilitate using columns; column display; and footnotes, headers, and footers with columnar text.

Who Should Enroll

Experienced WordPerfect users who produce text columns

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

1 day

CPE Credits

7 (0 government related)

Status

Available

Workplace Math (WM)

This course covers addition, subtraction, multiplication, and division of whole numbers, fractions, decimals, and percentages. The course also includes developing and applying computation skills to job-related tasks, such as using computer software packages; preparing or verifying local travel and travel vouchers; preparing, computing, and verifying time and attendance reports; verifying figures in reports or budgets; and computing staffing years.

Who Should Enroll

Administrative employees interested in refreshing or improving their math skills

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

0

Status

Projected for summer 1991

Workplace Relations and Communication (WRC)

This course addresses ways to promote productive working relationships through effective interpersonal communication. Major topics include assessing one's own work and communication styles, understanding the styles of others, and working productively with people with differing styles. Exercises focus on applying communication skills in GAO scenarios involving peers, supervisors, and agency officials. Information is also presented on GAO policies regarding sexual harassment, EEO/AA, substance abuse, and other issues.

Who Should Enroll

Staff level evaluators

Prerequisites

None

Instruction Methods

To be determined

Length

To be determined

CPE Credits

To be determined

Status

Projected for spring 1991

Writer/Editor WordPerfect Seminar I (WPE1)

This seminar emphasizes the advanced features of WordPerfect that are of particular interest to writers/editors. Participants learn to create and revise footnotes and headers/footers, use search and replace to locate and replace text and codes, verify spelling, use the window feature, create and invoke simple macros, use redline and strikeout, and append documents.

Who Should Enroll

Writers/editors

Prerequisites

WordPerfect Introduction (BEWP), WordPerfect 5.1 Fast Start Plus Basic (ZWPB), or WordPerfect experience

Instruction Methods

Lecture, discussion, hands-on practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available on request

Writer/Editor WordPerfect Seminar II (WPE2)

This seminar emphasizes the advanced features of WordPerfect that are of particular interest to writers/editors. Participants learn to create and revise an outline, generate an automatic table of contents, and use the automatic indexing feature. This seminar includes a group discussion of ways the participants have used WordPerfect on the job and participant presentations of useful WordPerfect templates and applications. Participants may bring samples of WordPerfect macros, templates, or other applications to share with seminar participants.

Who Should Enroll

Writers/editors

Prerequisites

Writer/Editor WordPerfect Seminar I (WPE1) or extensive experience using WordPerfect

Instruction Methods

Lecture, discussion, hands-on practice

Length

1/2 day

CPE Credits

3 (0 government related)

Status

Available on request



Writing Seminar (WS)

This seminar provides evaluators an opportunity to closely assess their written work in progress. The group assesses individual writing samples for readability, style, and good writing principles.

Who Should Enroll

Staff level and senior level evaluators currently working on report drafts

Prerequisites

Producing Organized Writing and Effective Reviewing (POWR)

Instruction Methods

Lecture, analysis of individuals' writing samples

Length

1 day

CPE Credits

8 (all government related)

Status

Available

Writing Testimony (WT)

This course focuses on the special nature of testimony writing. Topics include understanding the differences between oral and written testimony, analyzing content, developing major points, planning for testimony, and writing and revising testimony.

Who Should Enroll

Senior level and management level evaluators who write testimony

Prerequisites

None; Producing Organized Writing and Effective Reviewing (POWR) and Report Writing and Message Development (RWMD) recommended

Instruction Methods

Lecture, panel discussions with GAO executives, videotaping, exercises

Length

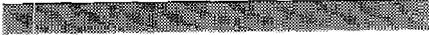
2 days

CPE Credits

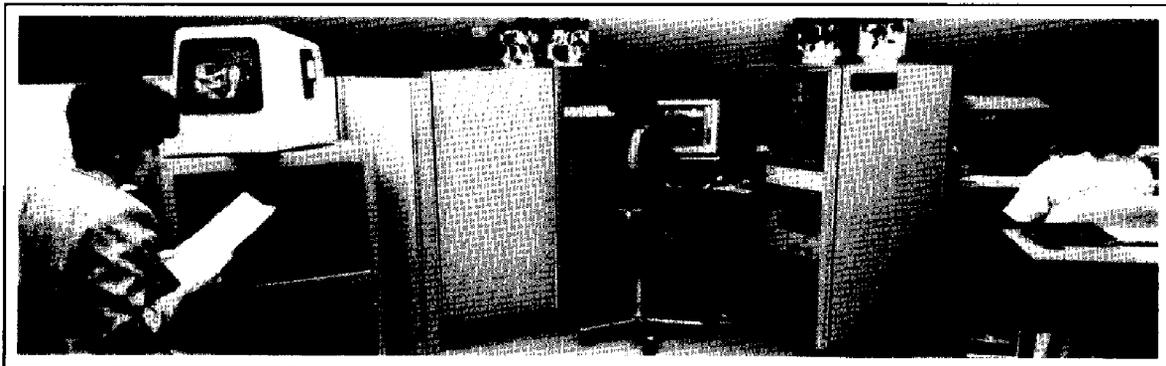
16 (all government related)

Status

Available



XII. Index



A

Academic year, 49
Accounting and Auditing Review and Update (AAU), 30, 51
Acronyms, 49-50
Administrative staff curriculum, 33-35
 communication and, 33
 course matrix, 34-35
 management and, 33
 technical and, 33
 transition and, 33
ADP and Data Communications Introduction (ADPC), 30, 51
Advanced Communication and Negotiation (ACN), 26, 28, 51
Advanced Interviewing (AI), 22, 24, 52
Advanced Presentation Techniques (APT), 25, 52
Advisory Committee. *See* Training Institute, Advisory Committee.
ALPHA. *See* DYL-280 II Basic (BDYL).
Analysis courses. *See* Assignment planning and execution courses.
Analyzing Data for Executives (ADX), 27, 29, 52
Applied Statistics Introduction (ASC), 22, 24, 53
Applied Statistics Refresher (ASR), 22, 24, 53
Applying Effective Writing Techniques (AEWT), 34, 53
Applying Technology to Work Environments (ATWE), 34, 54
Approach and Methodology Selection Workshop (AMS), 22, 24, 54
Approach and Methods Overview (AMO), 27, 29, 54
Assignment Management (AM), 25, 55

Assignment planning and execution courses
 analysis, 22, 24, 27, 29
 data collection, 22, 24
 design and methods, 22, 24, 27, 29
Attendance, information system, 5
Attorney curriculum, 31-32
 course matrix, 32
 Office of General Counsel (OGC) and, 31
Training and Staff Development Committee, 31

B

Basic Statistics (BST), 22, 24, 55
Budgeting in Review (BIRE), 22, 24, 30, 55
Budgeting in Review for Executives (BIRX), 27, 29, 56

C

Cancellation procedures, 43-44
Cardiopulmonary Resuscitation (CPR), 40, 56
CARE: Basic Financial Auditing. *See* Introduction to Financial Auditing (IFA).
Career development workshops. *See* Office of Counseling and Career Development (OCCD).
Career Planning for Employees (CPE), 40, 56
Catalog
 how to use, 17-18
 sections of, 17
Categorical Data Analysis (CDAN), 22, 24, 57
Categorical Data Analysis Using Log-Linear Models (CALL), 22, 24, 57
Causal Modeling (CM), 22, 24, 57
CG Series (CGS), 29, 58
Classroom instruction, 9
Classroom sites, 9

Clerk typists. *See* Administrative staff curriculum.
Communication courses
 computer. *See* Computer applications courses.
 oral, 22, 23, 24, 25, 27, 29, 34
 written, 23, 25, 27, 34
Compliance Auditing (CA), 22, 24, 58
Comptroller General, 3
Computer applications courses, 36-38
 course matrix, 37-38
 for administrative staff, 34
 for attorneys, 32
 for management level evaluators, 27
 for senior executives, 29
 for senior level evaluators, 25
 for staff level evaluators, 23
Computer Communication and Connectivity (KLAN)/(ZLAN), 23, 25, 38, 58
Computer Keyboarding Skills (CKS), 23, 25, 34, 37, 59
Computer security. *See* System Security for Computers (SSC) and Information Systems Certificate Program.
Continuing Professional Education (CPE) credits, 3, 17-18, 44, 49
 GAO Order 2410.2 and, 18
 2-year, 80-credit requirement for GAO evaluators and, 3, 18
Contracting. *See* Government Contract Law (GCL), Introduction to Procurement and Contracts (IPC), and Principles of Acquisition for Non-Procurement Staff (PANS).
Core courses, 19, 21
Core Financial System Requirements (CFSR), 30, 59
Counseling workshops. *See* Office of Counseling and Career Development (OCCD).

Course descriptions, 17-18, 49-120
 availability, 17
 content, 17
 Continuing Professional
 Education (CPE) credits, 17
 eligible enrollees, 17
 instruction methods, 17
 length, 17
 prerequisites, 17
 Course matrices, 22-30, 32, 34-35,
 37-38, 40
 described, 17
 Crosstalk XVI Intermediate (IXTK),
 38, 59
 Crosstalk XVI Introduction (BXTK),
 23, 25, 38, 60
 Customer Service Enhancement
 Training Level I: Providers
 (CSEP), 40, 60
 Customer Service Enhancement
 Training Level II: Service
 Reinforcers (CSER), 40, 60

D

Data Base Management (DBM),
 30, 61
 Data Base Management and
 Operating Systems. *See*
 Information Systems
 Certificate Program.
 Data collection courses. *See*
 Assignment planning and
 execution courses.
 Data Collection Methods and
 Sources (DCS), 22, 24, 61
 Data Communications and
 Networking. *See* Information
 Systems Certificate Program.
 Data Communications Concepts
 and Practices (DCCP), 30, 61
 dBASE III PLUS (KDB3), 23, 25, 34,
 38, 62
 dBASE III PLUS Design and
 Methodology (DBDM), 38, 62
 dBASE III PLUS Introduction
 (BDB3), 23, 25, 34, 38, 62. *See*
also dBASE III PLUS (KDB3).

dBASE III PLUS Programming 1
 (DBP1), 38, 63
 dBASE III PLUS Programming 2
 (DBP2), 38, 63
 dBASE III PLUS Refresher (BDBR),
 38, 63
 dBASE III PLUS Reports (DBR),
 38, 64
 dBASE III PLUS Shortcuts (DBS),
 38, 64
 Delivering Testimony (DT), 27,
 29, 64
 Disabled employees, special
 provisions for, 44
 Distributed Training Services, 10
 registration, 43
 DOS Fast Start Plus (ZDOS), 34,
 37, 65
 DYL-280 II Advanced (ADYL),
 38, 65
 DYL-280 II Basic (BDYL), 38, 65

E

Economy and Efficiency Reviews
 (EER), 22, 24, 66
 Education, prior. *See* Training,
 prior.
 Educational Resources Unit, 10. *See*
also Distributed Training
 Services and Learning Center.
 Effective Communication (EC),
 34, 66
 Effective Interviewing (EI), 34, 66
 Effective OGC Audit Support
 (EOAS), 32, 67
 Elective courses, 19, 21
 Electronic Mail System (EMS),
 38, 67
 Emerging Issues Workshop
 (EIW), 28, 29, 67
 Enhancing Employee Productivity
 (EEP), 40, 68
 Equipment. *See* Training
 equipment.
 Essential Reading Skills (ERS),
 34, 68
 Essentials of Grammar (EOG),
 34, 68

Ethics in the Federal Government
 (EFG), 24, 27, 69
 Evaluation Design for Executives
 (EDX), 27, 29, 69
 Evaluator curriculum, 19-30
 Advisory Committee, 19
 computer applications, 19
 core courses, 19, 20, 21
 course matrices, 22-30
 described, 17
 elective courses, 19, 21
 oral and written
 communication, 19
 required courses, 19, 20
 technical methods skills, 19
See also Continuing Professional
 Education (CPE) credits,
 Issue area courses,
 Management level evaluator
 curriculum, Senior level
 evaluator curriculum, SES
 curriculum, and Staff level
 evaluator curriculum.
 Evidence: Issues and Applications
 (EVID), 22, 24, 69
 Executive Briefing Skills (EBS), 27,
 29, 70
 Executive Candidate Development
 Program (ECDP), 29, 70
 Executive Guide to Grammar
 (ZEXE), 40, 70
 Executive Resources Board, 10, 12
 Executive Speakers Series, 10
 Executive Summary Workshop
 (ESW), 25, 27, 71
 External training, 11-12
 for issue area training, 11
 for specialized technical
 needs, 11
 funds and, 11-12
See also Information Systems
 Certificate Program.

F

Faculty. *See* Training Institute,
 faculty.
 Federal Employment Law
 (FEL), 32, 71

Financial management courses
for GAO evaluators, 17
issue area courses, 17, 30
Financial Management Initiatives
Seminar (FMIS), 30, 71
Finding and Using Legislative
History (FULH), 32, 72
Formatting GAO Correspondence
(FGC), 34, 72
Fraud Awareness (FRAU), 24,
27, 72
Fundamentals of Spelling (FOS),
34, 73

G

GAO, Congress, and the
Environment (GCE), 28, 73
GAO Orders. *See* Training orders.
GAO Training Center, 9
room and telephone numbers, 45
hours of operation, 45
GAO training philosophy. *See*
Training philosophy.
General Budget Process (GBP),
34, 73
George Washington University
(GWU). *See* Information
Systems Certificate Program.
Government Contract Law
(GCL), 32, 74
Graphics Workshop (GRAF), 23,
25, 74

H

Health Advocacy Program
(HAP), 40, 74
Human Resource Management
Series (HRM), 28, 29, 75

I

Individual Performance
Development (IDP), 35, 75
Individual Stress Management
Workshop (ISMW), 40, 75

Information management courses
for GAO evaluators, 17
issue area courses, 17, 30
See also Information Systems
Certificate Program.
Information Resources
Management and Technology
(IRMT), 27, 29, 76
Information Resources
Management Overview
(OIRM), 30, 76
Information Security and Policy.
See Information Systems
Certificate Program.
Information Systems Certificate
Program, 12-13
core courses, 13
elective course, 13
George Washington University
and, 12
registration, 13
tuition assistance and, 13
Information Technology
Acquisition (ITAQ), 30, 76
Instruction methods, 9
Instructor training. *See* New
Instructor Training (ITN),
Instructor Training Advanced
(ITA), and Teaching Adults
(KHTG).
Instructor Training Advanced
(ITA), 25, 27, 40, 77
Interactive video. *See* Training
equipment.
Intermediate Writing Workshop
(IWW), 23, 77
Internal training. *See* Office of
Counseling and Career
Development (OCCD),
Training resources, and Unit-
based training.
Interpersonal Conflict Management
for Employees (ICME), 40, 77
Introduction to Federal
Financial Management
(IFFM), 22, 24, 30, 78
Introduction to Financial Auditing
(IFA), 30, 78

Introduction to Procurement and
Contracts (IPC), 22, 24, 78
Introductory Administrative Staff
Training (IAST), 33, 34, 79
Introductory Evaluator Training
(IET), 20, 22, 79
Issue area courses, 17, 20, 30
course matrix, 30
for financial management, 17, 30
for information management,
17, 30
Issue Area Management (IAM), 25,
27, 79
Issue area training, 17, 20

J

Job requirements, current and
future, 17

L

Leadership Series (LS), 35, 80
Learning Center, 10
hours of operation, 45
location and telephone
number, 45
registration, 43
Legal Analysis and Writing
(LAW), 32, 80
Legal courses. *See* Attorney
curriculum.
Local Area Network Overview
(LANO), 23, 25, 38, 80
Local Area Network Refresher
(LANR), 38, 81
Lotus 1-2-3 Basic Refresher
(BLR), 37, 81
Lotus 1-2-3 Data Base Management
(ILDB), 37, 81
Lotus 1-2-3 Data Tables (ALDT),
37, 82
Lotus 1-2-3 Design and
Methodology (ALDM), 37, 82
Lotus 1-2-3 Fast Start Plus
Advanced (ZLTA), 37, 82

Lotus 1-2-3 Fast Start Plus Basic (ZLTB), 23, 25, 34, 37, 83
 Lotus 1-2-3 Financial Functions Workshop (LWS1), 37, 83
 Lotus 1-2-3 Graphics (ILG), 37, 83
 Lotus 1-2-3 Introduction (BL), 23, 25, 34, 37, 84. *See also* Lotus 1-2-3 Fast Start Plus Basic (ZLTB).
 Lotus 1-2-3 Logical Functions Workshop (LWS2), 37, 84
 Lotus 1-2-3 Macros (ALM1), 37, 84
 Lotus 1-2-3 Printing (ILP), 37, 85
 Lotus 1-2-3 2.2 from Lotus 1-2-3 2.1 (L22), 37, 85

M

Management Briefing: EEO Responsibilities (EEO), 26, 28, 29, 85
 Management courses, 23, 25, 26, 27, 28, 29, 30, 35
 Management Development Center, 9
 address and telephone number, 45
 hours of operation, 45
 Management level evaluator curriculum, 17, 27-28
 course matrix, 27-28
 Management Level Promotion Program (B3P), 27, 86
Management News, 11, 13
 Managerial Assessment and Planning (MAP), 26, 28, 86
 Managerial Decisionmaking (MD), 26, 86
 Managerial Leadership (ML), 26, 87
 Managing for Productivity (MFP), 26, 28, 87
 Managing Interdisciplinary Teams (MIT), 26, 28, 87
 Managing Multiple Responsibilities (MMR), 28, 88
 Managing Organizational Change (MOC), 26, 28, 88

Managing Personal and Organizational Change (MPOC), 28, 88
 Managing Writing (MW), 27, 89
 Marketing Career Skills (MCS), 40, 89
 Media Communications for Executives (MCX), 29, 89
 Media Communications for Managers (MCM), 27, 90
 Microcomputers Introduction (BDOS), 23, 25, 34, 37, 90. *See also* DOS Fast Start Plus (ZDOS).
 Microeconomics for Policy Analysis and Management (EA), 27, 29, 90
 Multivariate Analysis (MAN), 22, 24, 91
 Myers-Briggs Type Indicator (MBTI), 40, 91

N

New Employee Orientation (NEO), 40, 91
 New Instructor Training (ITN), 25, 27, 40, 92
 New Supervisors Seminar (NSS), 26, 92
 Non-curriculum courses, 17. *See also* Other training courses.

O

Office of Counseling and Career Development (OCCD), 9, 11, 39
 life management workshops and seminars, 11
 monthly noontime seminars, 11
 See also Other training courses.
 Office of General Counsel (OGC), 31
 Organizational Leadership in Human Resource Management (LHRM), 92

Other training courses, 39, 40
 course matrix, 40

P

Performance Appraisal Training (PAT), 26, 28, 93
 Personal Computer Hardware and Software Introduction (KLIT)/ (ZLIT), 34, 37, 93
 Policy Analysis (PA), 22, 24, 93
 Policy Analysis for Executives (PAX), 27, 29, 94
 Policy and procedures courses. *See* Standards and policy courses.
 Positive Communication Skills (PCS), 40, 94
 Practical Internal Control Studies (PICS), 22, 24, 94
 Preparing Effective Presentations (PEP), 22, 95
 Preparing Effective Presentations for Administrative Staff (PEPA), 34, 95
 Preparing Effective Presentations Refresher (PEPR), 25, 95
 Preparing Report Processing Forms and Packages (PRFP), 34, 96
 Preparing Workpapers (ZPWP), 22, 96
 Preventing Sexual Harassment (SHW), 26, 28, 29, 96
 Principles of Acquisition for Non-Procurement Staff (PANS), 40, 97
 Principles of Appropriation Law (PAL), 32, 97
 Principles of Information Resources Management. *See* Information Systems Certificate Program.
 Principles of Management Information Systems. *See* Information Systems Certificate Program.
 Principles of Writing (PW), 35, 97
 Problem Recognition and Referral Briefing (PRRB), 40, 98

Problem Solving and Decision-making (PSD), 26, 28, 98
Producing Organized Writing and Effective Reviewing (POWR), 23, 98
Program Evaluation (PE), 22, 24, 99
Proofreading Techniques (PT), 35, 99
Public Policy Processes and Issues (PPPI), 26, 28, 99

Q

Qualitative Methods (QM), 22, 24, 100
Qualitative Methods for Executives (QMX), 27, 29, 100
Questionnaires and Structured Interviews (QSIE), 22, 24, 100

R

Recruiting for the 1990s (RECR), 26, 28, 101
Recruitment Interviewing for Attorneys (RIA), 32, 101
Referencing Financial Management Reports (REAP), 30, 101
Referencing GAO Products (REGP), 22, 24, 102
Regional Organization and Operations Seminar (ROOS), 102
Registration procedures, 43
 for non-GAO staff, 43
 on-line computerized, 5
 Training Registration System (TRS), 43
Report Review (RR), 25, 27, 102
Report Writing and Message Development (RWMD), 25, 103
Required courses, 19, 20
Retirement Planning Seminar (RPS), 40, 103

Running Effective Meetings (REM), 23, 24, 103
Running Effective Meetings for Administrative Staff (REMA), 34, 104

S

Sampling for Executives (SAX), 27, 29, 104
SAS on the Mainframe (SAS), 23, 25, 38, 104
SAS on the Personal Computer (SAPC), 23, 25, 38, 105
Secretaries. *See* Administrative staff curriculum.
Self-paced courses, 10, 20
 registration for, 10
 through the mail, 10
 See also Computer Communication and Connectivity (KLAN)/(ZLAN), dBASE III PLUS (KDB3), DOS Fast Start Plus (ZDOS), Executive Guide to Grammar (ZEXE), Lotus 1-2-3 Fast Start Plus Advanced (ZLTA), Lotus 1-2-3 Fast Start Plus Basic (ZLTB), Personal Computer Hardware and Software Introduction (KLIT)/(ZLIT), Preparing Workpapers (ZPWP), Teaching Adults (KHTG), Typing Made Easy (ZTME), Typing Skill Builder (ZTSB), WordPerfect 5.1 Fast Start Plus Advanced (ZWPA), and WordPerfect 5.1 Fast Start Plus Basic (ZWPB).
Senior Executive Service. *See* SES curriculum.
Senior level evaluator curriculum, 17, 24-26
 course matrix, 24-26
Senior Level Promotion Program (B2P), 20, 24, 105
Senior Orientation Seminar (SOS), 24, 27, 105

Service Connection: Telephone and Reception (SCTR), 34, 106
SES curriculum, 17, 29
 course matrix, 29
Sexual harassment. *See* Preventing Sexual Harassment (SHW).
Situational Leadership (KSIT), 26, 28, 106
Speakers programs, 10
Spreadsheet Quality Assurance (SSQA), 23, 25, 106
Staff level evaluator curriculum, 17
 course matrix, 22-23
Standardized Filing System (FSS), 34, 107
Standards and policy courses, 22, 24, 27, 29, 34
Statistical Package for the Social Sciences (SPSS), 23, 25, 38, 107
Statistics courses. *See* Assignment planning and execution courses.
Statistics for Evaluators (STAT), 22, 24, 107
Strategies for Overcoming Writer's Block (OWB), 23, 25, 108
Survey Methods for Executives (SVX), 27, 29, 108
System Development and Life Cycle Management Overview (SDLC), 30, 108
System Security for Computers (SSC), 30, 109

T

Teaching Adults (KHTG), 40, 109
Teamwork (TW), 35, 109
Technical Methods Speakers Series, 10
Technical training, 20. *See also* Administrative staff curriculum, Management level evaluator curriculum, Senior level evaluator curriculum, SES curriculum, and Staff level evaluator curriculum.

- Testing Compliance with Laws and Regulations (TCLR), 30, 110
- Time and Attendance Reporting (TAR), 34, 110. *See also* Administrative staff curriculum.
- Time Management (TM), 25, 27, 110
- Time Series Analysis (TSA), 22, 24, 111
- Training, prior, 17
- Training equipment, 9
- Training Institute, 5-6
 - Advisory Committee, 6
 - curriculum branch managers, 5
 - establishment of, 3
 - faculty, 5
 - operations unit managers, 6
 - overview, 5
 - directors and special assistants, 5
- Training orders
 - GAO Order 0130.1.37, 45
 - GAO Order 2410.1, 45
 - GAO Order 2410.2, 18, 45
- Training philosophy, 3-4
- Training plan, 17-18
 - factors to consider, 17
 - See also* Continuing Professional Education (CPE) credits.
- Training Registration System (TRS), 43
- Training resources, 7-13
 - external, 11-13
 - internal, 9-11
- Transition training, 20. *See also*
 - Administrative staff curriculum, Management level evaluator curriculum, Senior level evaluator curriculum, SES curriculum, and Staff level evaluator curriculum.
- Travel (TRA), 34, 111
- Typing Made Easy (ZTME), 34, 40, 111
- Typing Skill Builder (ZTSB), 34, 40, 112
- U**
- Understanding and Coping with Organizational Change (UCOC), 112
- Union Center Plaza, 9
- Unit-based training, 11
 - on issue area topics, 11
- Update on Government Auditing Standards: Performance Auditing Emphasis (GAS), 22, 112
- Using Personal Computers (KUPC), 23, 25, 34, 37, 113
- W**
- Weather, adverse, policy for, 44
- Wellness Workshop (WELL), 40, 113
- WordPerfect Automated Tables (AWP7), 37, 113
- WordPerfect Document Preparation for Typesetting (PWDW), 37, 114
- WordPerfect 5.1 Fast Start Plus Advanced (ZWPA), 37, 114
- WordPerfect 5.1 Fast Start Plus Basic (ZWPB), 23, 25, 34, 37, 114
- WordPerfect 5.1 from WordPerfect 4.2 (WP51), 37, 115
- WordPerfect Form Letters (AWP1), 37, 115
- WordPerfect Graphics (AWP6), 37, 115
- WordPerfect Helpful Hints (IWP2), 37, 116
- WordPerfect: Importing and Exporting Data (IWP1), 37, 116
- WordPerfect Introduction (BEWP), 23, 25, 34, 37, 116. *See also* WordPerfect 5.1 Fast Start Plus Basic (ZWPB).
- WordPerfect Macros (AWP5), 37, 117
- WordPerfect Refresher (BWPR), 37, 117
- WordPerfect Sort Features (AWP2), 37, 117
- WordPerfect Tab Settings for Charts and Tables (AWP4), 37, 118
- WordPerfect Text Columns (AWP3), 37, 118
- Word processing. *See* Computer applications courses.
- Work experience, prior, 17
- Workplace Math (WM), 34, 118
- Workplace Relations and Communication (WRC), 23, 119
- Workshop series
 - for senior level evaluators, 26
 - for management level evaluators, 28
- Writer/Editor WordPerfect Seminar I (WPE1), 37, 119
- Writer/Editor WordPerfect Seminar II (WPE2), 37, 119
- Writing courses. *See*
 - Communication courses and Executive Guide to Grammar (ZEXE).
- Writing Seminar (WS), 23, 25, 120
- Writing Testimony (WT), 25, 27, 120
- WYLBUR. *See* DYL-280 II Basic (BDYL).

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